

SEREN THOMPSON

PROFESSIONAL OBJECTIVE To extend and strengthen the technological capabilities of dynamic organizations.

TECHNICAL SUMMARY

- OS: Windows, Linux, Mac OS
 - Internet Services: Apache, Nginx, Squid, OpenSSL, Postfix, BIND, MS IIS
 - Database: MS SQL Server, MySQL, PostgreSQL
 - Programming/Scripting: Python, Perl, Bash script, DOS Batch, PHP, VBscript, Powershell
 - Network/Protocols: TCP/IP packet sniffing, 802.11a/b, DNS, HTTP, SSL, SMTP, IMAP, SSH, LDAP, Active Directory, XMPP, Cisco IOS
 - Storage: iSCSI, Fiber SAN, RAID
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EXPERIENCE

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| IT Manager | Mellmo Inc, Del Mar, CA | 4/09 – Present |
| <ul style="list-style-type: none">• Designed, built, and managed Mellmo’s application hosting infrastructure on Amazon Web Services (AWS) EC2 and S3. Infrastructure included automated deployments, load-balancing, automatic failover, capacity auto-scaling, and centralized monitoring.• Responsible for all internal and external IT (hardware, software, network, voice). | | |
| Systems Administrator | Raytheon Polar Services, Palmer Station, Antarctica | 10/07 – 4/08 |
| <ul style="list-style-type: none">• Handled all aspects of station IT needs including hardware, software, purchasing, user support, training, infrastructure planning, and enterprise integration.• Provided network support for local and satellite WAN links.• Additional duties: Fire Team First Responder, Medical Team, Glacier Search and Rescue. | | |
| IT Professional III | University of Colorado, Boulder, CO | 11/05 – 9/07 |
| <ul style="list-style-type: none">• Managed 5-member team and acted as technical lead for the group.• Conceptualized and implemented our move to a virtualized server infrastructure.• Researched and evaluated enterprise storage solutions for Campus ITS services.• Served as Tier 4 support for campus.• Implemented and managed centralized management for 500 workstations. | | |
| Consultant | ST Consulting, San Diego, CA | 10/03 – 10/05 |
| <ul style="list-style-type: none">• Provided onsite service and managed hosting to business and home customers.• Built research website using MySQL and PHP for a medical supplement company to compile data for FDA approval. | | |
| Director of IT | IPSB College, San Diego, CA | 9/02 - 9/03, 3/04 – 7/05 |
| <ul style="list-style-type: none">• Managed all IT operations of the school, including servers (Windows 2000, 2003, Debian Linux), internet presence (DNS, Web, Email), phone systems, wireless links, and email campaigns, LAN, wireless, student data systems, and enterprise policy.• Implemented and maintained school’s Active Directory.• Managed Exchange 2003 Server, email campaign server, and MS SQL Server database.• Designed backup procedures and scripts for files, database, and email, encrypting and transmitting the most mission critical offsite.• Created school's database-driven academic-listing website.• Negotiated contracts with outside vendors and service providers. | | |
| Helpdesk Support | Salk Institute, San Diego, CA | 1/02 - 6/02 |

- Repaired and purchased hardware and software for Macs and PCs.
- Worked with scientists and sensitive, pre-patent research on Macs, PCs, and
- Unix, in person and remotely.
- Troubleshoot campus network issues.

Technical Administrator UMass FLRC, Amherst, MA 1/00 - 8/01

- Managed and secured all FLRC servers (Windows NT, 2000, MacOS), workstations, and network.
- Created automated backup and restoration system for public lab workstations using PCRDIST and a Windows NT server
- Troubleshoot user and staff technical issues locally and remotely.
- Made all hardware and software purchasing decisions.
- Set FLRC technical policy for students and staff.

Systems/Network Administrator Aquent Inc., Boston, MA 3/98 -4/00

- Led project to switch headquarters and global field offices to dynamic IP addressing.
- Administered enterprise network (LAN and frame relay) and core servers: email, web, database (Sybase), DHCP, DNS, and backup (NT Backup and Retrospect).
- Troubleshoot network and server issues (primarily DNS, DHCP, and SMTP services).
- Researched, purchased, installed, and maintained Cisco Pix firewall.
- Helped plan upgrades for network topology and servers.
- On call (24/7) via pager and cell phone.

SOS-APPLE Support Apple Computer, Austin, TX 7/96 -12/96

- Provided primary and secondary telephone technical support for hardware, software, and networking issues.
- Supported every consumer Apple product produced up to that point.

EDUCATION University of Massachusetts at Amherst 1999-2001

Bachelors of Science: Computer Science

Primary areas of study: Networks, Network/System Security, 3D audio

Other areas of study: Russian, Robotics, Development Processes

Senior Leadership Award - Umass Alumni Association

Additional coursework completed at:

Boston University

Oberlin College

COMMUNITY ACTION Austin Public Library – Volunteer Instructor: Computer and Network Security

Fourmile Fire dept. – Volunteer Firefighter

San Diego Wireless Users Group - Network and Meeting Director

UMass Hang Gliding Assoc. - President

Oberlin Student Cooperative Assoc. - Computer Coordinator

C3 (Community Computer Connection) - Volunteer

Genesis House Battered Women's Shelter – Volunteer

References available upon request.