

John S. Garrett
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585-594-1308

PROFESSIONAL GOAL:

To be an effective part of a progressive organization that fully challenges and utilizes my skills and abilities, and promotes an environment allowing for the growth and expansion of those capabilities, benefiting both the organization's growth and my personal and professional growth within the organization.

HIGHLIGHTS OF TECHNICAL QUALIFICATIONS:

A complete listing of my support experience plus my certifications are listed on page 3.

- Extensive experience in hardware and software for both the PC and Macintosh platforms as well as SAN, NAS, and networking knowledge.
- I have earned several certifications in the computer field, including the Microsoft Certified Systems Engineer for Windows NT and 2000 as well as the Cisco Certified Network Associate.
- Excellent documentation, research, and writing skills.

PROFESSIONAL EXPERIENCE:

Element K, Rochester, New York
Systems/Storage Administrator, 9/00 – present
Writer, 11/00 – present
Editor, 01/01 – 2/02

Daily responsibilities include the upkeep and management of our internal backup environment, troubleshooting Windows and IIS related problems, and continual monitoring and tightening of the security of our development and web environments. Also included is the day-to-day operation of various Storage Area Network (SAN) and Network Attached Storage (NAS) devices.

Participated in various team projects as a technical lead from start to finish. These major projects included the setup and maintenance of Windows NT, Windows 2000 and 2003 based web and database servers, a city-to-city datacenter move, a server consolidation project (which consisted of migrating numerous servers from Windows NT to Windows 2000 and 2003), and an Active Directory rollout. On several projects I recommended and helped to implement ideas that have resulted in the savings of tens of thousands of dollars annually. Additionally, I have setup and maintained Helix Streaming Media servers, FTP servers, and email servers including Microsoft Exchange and Kerio MailServer. For each project, I researched and documented all technical and operative information.

I have authored and published close to 100 articles on a broad range of topics for journals such as *Computer Support Professional*, *Exploring Windows NT for Professionals*, *Inside Windows 2000*, *Inside Windows XP*, *Mac Administration*, *Microsoft Windows Server 2003 Solutions*, and *Windows Professional*. These articles can be viewed at www.computersensa.com/complete.html.

In the Editorial position for the *Exploring Windows NT for Professionals* journal, I was responsible for recruiting writers, checking articles for technical and grammatical errors, as well as approving the overall layout and content of the journal. I resigned my editorial position to focus solely on writing.

Eastman Kodak, MSI Technical Division, Rochester, New York
Systems Administrator, 5/00 – 9/00

Responsibilities included the setup and maintenance of Windows NT based servers running applications such as Lotus Notes, Microsoft Internet Information Server, and Microsoft Netmeeting Server. I used various tools to monitor for potential systems problems or failures, including Tivoli and Argent Guardian. The systems that I managed ranged from low-end servers up to 8-way SMP servers that were being setup in a clustered environment.

Public Abstract, Rochester, New York
Network Administrator, 10/97 – 4/00

Responsible for the design and implementation of Local Area Networks and a Wide Area Network for 10 office locations throughout New York State. Included in this was the setup and maintenance of our Cisco routers at each location. Responsibilities included the planning and implementation of converting over 200 Macintosh computers and servers to a Windows NT platform. This also involved converting from a Macintosh based email system to a Microsoft Exchange email system using Microsoft Outlook as a mail client. I also managed the day-to-day operations of our networks, servers, and all hardware including preventative and reactive maintenance for computers and printers.

Additional employment history and references available upon request.

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(2 of 3)

TECHNICAL QUALIFICATIONS

Industry Standard Certifications

- *Microsoft Certified Systems Engineer* – For both Windows NT and Windows 2000.
- *Microsoft Certified Professional* – For the following areas: NT Server Standard 4, NT Server Enterprise 4, NT Workstation 4, TCP/IP, Windows 2000 Professional, Windows 2000 Server, Administering a Windows 2000 Network Infrastructure, Administering a Windows 2000 Directory Services Infrastructure, Designing a Windows 2000 Directory Services Infrastructure, Designing Security for Windows 2000, and Designing a Windows 2000 Network Infrastructure.
- *Cisco Certified Network Associate* – Version 3.
- *A+ Certified Technician* – For both DOS/Windows and Macintosh platforms.
- I also hold numerous online certifications from BrainBench.com.

Support Experience

- Windows 95, 98, NT 4 Workstation, NT 4 Server, Windows 2000 Professional, Windows 2000 Server (both Standard and Advanced), Windows XP Professional, and Windows Server 2003 (both Standard and Enterprise).
- Internet Information Server (IIS) versions 4, 5, and 6 from an administrative perspective. On each version I have worked quite a bit with both web services (including COM objects) as well as FTP.
- Terminal Services under Windows 2000 and 2003.
- Creating an Active Directory domain under both Windows 2000 and 2003. This has involved both the creation of a new domain from the ground up, as well as the migration of an existing NT4 domain.
- Microsoft Exchange Server and its interaction with various versions of Microsoft Outlook.
- ArcServe backup software, backing up Windows, Linux, and Sun servers. I also have some experience with Legato, though more from a client-side perspective.
- Helix (formerly Real) software for serving video content to customers.
- Network Associates McAfee Anti-Virus software.
- Shell scripting for Windows NT, 2000, and 2003.
- Many different EMC Storage Area Network (SAN) and Network Attached Storage (NAS) products.
 - From a hardware perspective, this includes the Symmetrix and CLARiiON storage devices, as well as the Celerra line. It also includes Connectrix switches, Emulex Fibre adapters and QLogic Fibre adapters.
 - From a software perspective, I work quite a bit with EMC ControlCenter (ECC) 5.1, EMC Replication Manager (ERM) 2.0.4 (along with TimeFinder), Enterprise Storage Network (ESN) Manager 2.0, PowerPath 3.0 for Unix and Windows, WideSky Solutions Enabler 5.3 for Sun and Windows, Celerra Web Manager 4.x, and Navisphere 6.5.
 - I also perform general SAN administrative tasks such as zoning and LUN masking, as well as NAS administrative tasks such as creating filesystems and setting up NFS and CIFS shares for access.
- Microsoft SQL Server 7 administration and general troubleshooting (however, not DBA work).
- DNS administration from both Windows 2000 and 2003, as well as manual zone list maintenance.
- Macintosh operating systems (versions 6 through X).
- Microsoft Office Suite ranging from Office 95 to Office 2003.
- A wide range of server manufactures including Dell, HP/Compaq, and IBM.
- Network troubleshooting across LANs, WANs, and wireless networks.

The following are areas that I deal with on occasion, and am somewhat familiar with, but would not consider myself an expert on.

- Cisco switches, routers, and Local Directors.
- F5 Networks BigIP load-balancing devices.
- Linux administration (mostly Red Hat 6 and above).
- Solaris administration (2.6 and above).
- Webtrends reporting software (version 6 and above).
- HFNetChk Pro Patch Management Software (version 4).

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(3 of 3)