

# Resume of Chris Walker

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## **Education**

- ITT Technical Institute, Denver, CO & Sylmar, CA - June 2007-July 2009
  - Associates of Applied Science, Computer Networks Systems
  - Graduated with 3.8% GPA
  - Multiple Attendance awards and Deans List/Honor Roll awards

## **Work History**

<u>Company</u>	<u>Job Title</u>	<u>Dates Employed</u>	<u>City, State</u>	<u>Address</u>
<b><u>Duties</u></b>				
<i>JSP TV</i>	<i>Contract - Website Repair</i>	<i>November 2010 [1 day job]</i>	<i>Denver, CO</i>	<i>[REMOTE]</i>
<ul style="list-style-type: none"> <li>• Research and determine root cause of website malfunction</li> <li>• Research potential methods of repair</li> <li>• Repair via FTP missing files, verify repair is functional</li> <li>• Contract management</li> <li>• Invoicing and processing</li> </ul>				
<i>WWOW Communications</i>	<i>Contract - Zabbix installation and Configuration</i>	<i>October 2010 - November 2010</i>	<i>Denver, CO</i>	<i>[REMOTE]</i>
<ul style="list-style-type: none"> <li>• Configure and install prerequisites for zabbix server software.</li> <li>• Configure and install zabbix server</li> <li>• Perform initial configuration for Windows and Linux servers for administrator to upload to servers</li> <li>• Perform SNMP Walks to determine required data to monitor Cisco 3700 Series router</li> <li>• SNMP Configuration</li> <li>• Perform configuration of hosts, templates, items, triggers, actions and users for ~60 servers, ~50 users</li> </ul>				

- Custom scripting to automate zabbix screen configuration
- Customized personal PHP zabbix notification script/interface
- Customer support in person, on phone and via email
- Customized documentation for customer
- Documentation writing
- Contract management
- Invoicing and processing

<i>Icelab Networks</i>	<i>Full Tier Support, Systems and Network administrator</i>	<i>October 2009 - Current</i>	<i>Parker, Englewood, CO</i>	<i>17011 Lincoln Ave. Box 203</i>
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- Full Support for 400+ clients on multiple shared webhosting platforms, primarily using PLESK panel
- Phone and Email support ticketing system
- DNS Changes, Email Client (all platforms) support, Domain name registration, ftp access, database, mail, and web connectivity problems.
- Domain Renewal initiation, Client hosting suspensions, Manual Payment initiation handling (taking down information for processing)
- Client Acquisitions, migrating client data from acquired companies to companies hosting platform. Database, mail, and web, ensuring client data functions the same on new systems.
- Clients Migrations from PEM Hosting platform to Plesk, Plesk to Plesk, and Hosting Accelerator to Plesk via ssh, ftp and. remote desktop
- Automated process scripting, Scripts included:
  - data gathering, reallocating, repacking nd, distributing usernames and passwords.
  - mail queue overflow notifications
  - Wordpress blog software adjustments in Plesk environment
  - Simple password and information gathering for faster support
- Schedule, Process and Move 15-23 clients per week.
- minor OpenVZ management for quota management and PEM, located on multiple OpenVZ systems, with 20-25 virtual nodes each
- Education in RFC compliance by hands on experience for mail and dns
- Technical support, and guidance for clients both for post migration handling and existing client handling.
- Directly working with Linux, FreeBSD, UNIX and, Redhat systems via ssh
- Interfaced with windows 2000 and 2003 servers via remote desktop
- Assisted in IP Addressing Allocation
- Software firewall management
- Minor Switch Management via TELNET
- DNS Management (Bind)
  - Working directly with bind in a production environment, updating ip addresses, creating domains, managing ptr records, domain transfers
- Identified and Removed spam threats and spam attacks on multiple platforms in both web and mail

- POP, IMAP, and SMTP Configuration, Debugging, and Management (QMail).
  - Log tracking to identify Spammers, and rejected messages.
  - Interface with external ISP's and Companies to resolve blacklistings, rejected mail messages and mail issues.
- Initiated and followed up on Colocation Reboot Requests, Datacenter Access Requests
- Interfaced with Datacenter NOC technicians to resolve trouble tickets for Colocation and Shared Hosting servers
- System Audits for DNS, mail accounts, password strength, disk usage.
- MSSQL and MySQL Database backups and restores.

<b><i>Personal Business Venture</i></b>	<b><i>Owner/Consultant</i></b>	<b><i>June 2004 - Current</i></b>	<b><i>Denver, Aurora, Parker, Englewood</i></b>	<b><i>N/A</i></b>
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- Self managed, freelance owner.
- Management of multiple OpenVZ/Virtuozzo and standalone Systems, for use as mail, web, chat, backups and network monitoring
- System and Network Monitoring with Zabbix and Nagios
- Web Developer and Designer
  - Provided clients with customized solution to their web application needs by utilizing PHP, HTML, CSS, MySQL, Photoshop, Delopment IDE's and, other applications as needed.
- System and Network Maintenance and Upgrades
  - Repair, upgrade and, perform regular maintenance on client systems, generally Microsoft based operating systems
- Developing multiple solutins, ranging from scheduling calendar to payment processign and Design
- Backend and Task Flow design
  - Designed task flow diagrams for projects, ranging from taskflow to database flow
- Service replication
  - Create and maintain service replication and notification scritps for backup mail servers
  - Script in sh and bash using functions and proceedural scripting to create a repeatable, distributable script
- Zabbix configuration and installation in a small datacenter environment.
  - Configure central server, prerequisites, and zabbix service
  - Edit templates, setup notifications, schedules, graphs, screens, pre-configure configuration files for quick distribution on production servers
  - Configuration and Installation of 2 separate networks, ranging from 10 to 60 servers, on a wide range of services

<b><i>International Computer Services</i></b>	<b><i>Computer Repair Technician</i></b>	<b><i>August 2009 - October 2009</i></b>	<b><i>Aurora, CO</i></b>	<b><i>10 S Havana St # 117F</i></b>
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- Enter, Diagnose, Repair, and Replace parts, software, etc on all desktops and laptops ranging from mfg date 2000-2009, mac and pc

<ul style="list-style-type: none"> <li>• Interfaced with customers to get base information on computer problems, showing user how to access new features of software, answering technical questions</li> <li>• Interfaced with distributors as needed for parts, and warranty</li> <li>• Technical troubleshooting in tandem with manufacturer technical support for top tier problems.</li> <li>• Self taught diagnoses steps taken for lower level problems</li> <li>• Virus Removal, OS Repair, Upgrades, Tecaching, Website Design, Document Template Creation</li> </ul>				
<b>InkMedia USA</b>	<b>Senior IT Developer</b>	<b>January 2009 - June 2009</b>	<b>Denver, CO</b>	<b>P.O. Box 372308, Denver, CO, 80237</b>
<ul style="list-style-type: none"> <li>• Major problem solving for Network Layout, Developer Systems, Logistics and Taskflow</li> <li>• Created a solution to provide InkMedia's developers with smooth streamlined work flow and an easy to use design</li> <li>• Administered Server for both development and Live site. Design Decision Support</li> <li>• Aided in decisions for site task flow, design and, administration</li> </ul>				
<b>Private Company</b>	<b>Lead Web Developer</b>	<b>October 2008 - May 2009</b>	<b>Denver, CO</b>	<b>N/A</b>
<ul style="list-style-type: none"> <li>• Lead 2 other developers in creation of E-commerce and Bidding Site</li> <li>• Server Administration <ul style="list-style-type: none"> <li>• Administered Server for both development and live site, provided solutions for developers to communicate and manage work flow.</li> </ul> </li> <li>• Design Decision Support <ul style="list-style-type: none"> <li>• Aided in decisions for site task flow, design and administration</li> </ul> </li> </ul>				
<b>Materials Handling Equipment Co.</b>	<b>IT Administrator</b>	<b>April 2004 - Oct 2004</b>	<b>Denver, CO</b>	<b>1740 W. 13th Ave.</b>
<ul style="list-style-type: none"> <li>• Provided technical support to users within work place, as well as off-site for technical forklift systems. Network management and cabling. Support for roughly 100+ desktop and laptop users via phone, email and in person.</li> </ul>				