

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

Skills

For my semi-complete skills list, please see:

<http://blog.chriswalker.devnetonline.net/2010/01/09/skills-list>

Work History

<u>Company</u>	<u>Job Title</u>	<u>Dates Employed</u>	<u>City, State</u>	<u>Address</u>
Duties				
<i>JSP TV</i>	<i>Contract - Website Development and Design</i>	<i>December 2010 - Current</i>	<i>Denver, CO</i>	<i>[REMOTE]</i>
<ul style="list-style-type: none">• Plan, research, develop and, implement a complete, secure, open source, reusable and, manageable website for selling stock video footage• Maintain communications between company and myself to ensure site is developed properly, and on time• Implement secure environment for site. Including setup of latest software versions, system lock down and administration. HTTPasswd implementation for development site.• Design and Style of site (no logo design)• Contract Management• Invoicing and Processing				
<i>JSP TV</i>	<i>Contract - Website Repair</i>	<i>November 2010 [1 day job]</i>	<i>Denver, CO</i>	<i>[REMOTE]</i>

- Research and determine root cause of website malfunction
- Research potential methods of repair
- Repair via FTP missing files, verify repair is functional
- Contract management
- Invoicing and processing

<i>WWOW Communications</i>	<i>Contract - Zabbix installation and Configuration, and Support</i>	<i>October 2010 - Current</i>	<i>Denver, CO</i>	<i>[REMOTE]</i>
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- Configure and install prerequisites for zabbix server software.
- Configure and install zabbix server
- Perform initial configuration for Windows and Linux servers for administrator to upload to servers
- Perform SNMP Walks to determine required data to monitor Cisco 3700 Series router
- SNMP Configuration
- Perform configuration of hosts, templates, items, triggers, actions and users for ~60 servers, ~50 users
- 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.

<i>Personal Business Venture</i>	<i>Owner/Consultant</i>	<i>June 2004 - Current</i>	<i>Denver, Aurora, Parker, Englewood</i>	<i>N/A</i>
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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 scripsts for backup mail servers
 - Script in sh and bash using functions and procedural 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

International Computer Services	Computer Repair Technician	August 2009 - October 2009	Aurora, CO	10 S Havana St # 117F
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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
- Interfaced with customers to get base information on computer problems, showing user how to access new features of software, answering technical questions
- Interfaced with distributors as needed for parts, and warranty
- Technical troubleshooting in tandem with manufacturer technical support for top tier problems.
- Self taught diagnoses steps taken for lower level problems
- Virus Removal, OS Repair, Upgrades, Tecaching, Website Design, Document Template Creation

InkMedia USA	Senior IT Developer	January 2009 - June 2009	Denver, CO	P.O. Box 372308, Denver, CO, 80237
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- Major problem solving for Network Layout, Developer Systems, Logistics and Taskflow
- Created a solution to provide InkMedia's developers with smooth streamlined work flow and an easy to use design
- Administered Server for both development and Live site. Design Decision Support
- Aided in decisions for site task flow, design and, administration

Private Company	Lead Web Developer	October 2008 - May 2009	Denver, CO	N/A
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- Lead 2 other developers in creation of E-commerce and Bidding Site
- Server Administration
 - Administered Server for both development and live site, provided solutions for developers to communicate and manage work flow.
- Design Decision Support
 - Aided in decisions for site task flow, design and administration

Materials Handling Equipment Co.	IT Administrator	April 2004 - Oct 2004	Denver, CO	1740 W. 13th Ave.
<ul style="list-style-type: none">• 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.				