

Alan J. McRae

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SUMMARY OF QUALIFICATIONS:

Network administration, network field technician, IT technical support and software systems specialist with over 25 years of experience in all aspects of client/server computing including hardware & software, network infrastructure, routers, switches, cabling, telecom (DSL, cable, T1, dialup, wireless), on-site & remote technical support & troubleshooting, new system design/development/deployment, PC & server migrations, data backup/restore processes, HD imaging and disaster recovery, PC/LAN/WAN security technologies, PC configuration/asset inventory software, system documentation writing, management of change documentation (MOC), integrated accounting systems, vertical market applications including manufacturing, POS, Microsoft Office suite, website authoring w/ Frontpage, and end-user training. A long history of strong team leadership skills. Expert level computer troubleshooting & help desk skills. Willing to travel.

EXPERIENCE:

1997- Present Independent Network Field Tech and Computer Consultant in North Carolina
Installing & supporting PC's, laptops, and servers, Cisco & Wayport commercial wifi systems, various routers, switches and ISR's (AdTran, Cisco/Linksys, D-Link, HP, Netgear), plus cabling infrastructure in numerous Fortune 1000 locations for many different national MSPs. Also providing as-needed broadband, computer technical support & PC security services to several SMB's and home PC users in the region, including:

FS24-7: provide this nationwide field service provider with as-needed IT technical services, including commercial wifi installation & troubleshooting, extended demarc troubleshooting, router, switch and ISR installations, server migrations, and emergency technical support for their Fortune 1000 clients. Customers include AT&T/Wayport, Vital Network Services, Orange Business Services, Qwest Communication, T-Mobile, McDonald's Corp, Ruby Tuesdays, US Postal Service, Healthcare Services, Veteran's Administration, Regional Airports and many others.

HP/Peak Systems: provide this MSP group with as-needed IT technical services, including desktop & server migrations, POS system upgrades, new software rollouts, site surveys & custom data center documentation, and other short-term engagements. Clients include Lowe's, Stein Mart, ToysRUs, Bank of America, Merrill Lynch, Morgan Stanley, Citigroup, Trane, Dell and many others.

OnForce, FieldNation, TCML, Robert Half: provide these MSP networks with as-needed IT technical services, including network infrastructure upgrades, broadband emergency troubleshooting, desktop & laptop migrations, gateway security devices, VoIP installation & troubleshooting, digital signage, commercial wifi, IP security surveillance, ISR's (Integrated Services Routers), site surveys, and more. Clients include Dell, BB&T Bank, Staples, Dunkin Donuts, Healthy Advice Networks, Vital Network Services, and many others.

Home & SOHO Computer Users: I currently support several home & SOHO PC users who have Windows XP/Vista/Win7 operating systems and small Ethernet networks. I provide them with networking & applications support, broadband troubleshooting, vulnerability scanning & security lockdown, software applications critical update patching, hardware/software troubleshooting and repairs, virus removal, HDD imaging & DR and internet security best practices training.

Basofil Fibers, LLC in Enka, NC: assisted the IT Department Director with a 25 node PC LAN redesign & migration, deployment of new Dell Computers, routine network administration, development of a custom WAN security system, custom system documentation, and routine PC troubleshooting. Assisted the Marketing Director with corporate website development (see www.basofil.com), visitor traffic analysis, and internet marketing strategy. Hands-on experience with computer security, including Symantec Client

Security beta testing partner, GFI S.E.L.M, GFI S.I.M, EagleX IDS, Manhunt, Port Explorer, Process Monitor, MBSA, HijackThis, SuperScan, SpyBot Search & Destroy, SNORT, Mandiant First Response, NetworkMonitor, Wireshark, Watchguard SOHO & ddWrt gateway routers and other security utilities.

TechTarget: currently writing an article series on VDI Security for TechTarget. My first article is published at <http://searchvirtualdesktop.techtarget.com/tip/VDI-The-answer-to-todays-desktop-security-nightmares>. My thesis is that significant improvements in data security can be realized thru effective use of VDI, file integrity monitoring, and role-based virtual desktop configurations that lock down endpoints from unauthorized enduser changes. Restoration of security compromised hosts from VDI Golden Images is simple, fast and highly effective, thereby containing & remediating successful zero day attacks with minimal impact on normal operations. I conduct hands-on research for these articles in my LANCOPS SecureNET Services computer lab, where I also test & review new security products.

EDUCATION:

Broad-based, hands-on, technical training with special emphasis on network infrastructure devices, commercial wifi, broadband troubleshooting, PC & network security & help desk support, business computing, business management software, and accounting. Developing a Knowledgebase on Windows & Linux Operating Systems and contracted Application Software support, as well as continuing education in various technical fields of interest, including Wireless Broadband, Integrated Services Routers, VoIP, VPN, Network Security, Windows Server 2003, and ECM systems.

HANDS-ON LEARNING: Partnering with a national service provider to install & support Cisco & Wayport commercial wireless networks in regional Fortune 1000 locations. Preparing to acquire Cisco & Dell field service certifications via online training. Recently I deployed a Linux-based Untangle UTM appliance, PRTG network sensor, and homemade Ethernet taps for learning advanced network protocol analysis & security training. Also, I've built a Windows XP laptop field engineer network troubleshooting & security toolset for on-site general network support assignments. Currently learning Windows Server 2003 system administration on a used Dell PowerEdge server in my own computer lab.

PROFESSIONAL SEMINARS: Attended training seminars on IBM, Compaq, AT&T, HP and other microcomputer systems, as well as Windows Networking, Xenix and Unix operating systems and ACCPAC, Peachtree, Open Systems, Macola, SBT and other business accounting software applications.

CERTIFIED INSTALLER CERTIFICATES: Open Systems and ACCPAC Accounting Software (all modules), EMC ApplicationXtender ECM system.

CERTIFIED SYSTEM ADMINISTRATOR: SCO Xenix/Unix.

ADELPHI UNIVERSITY: Financial Planning, Business and Computer Science courses.

NEW YORK INSTITUTE OF TECHNOLOGY: Computer Science and Business Administration with special emphasis on Marketing Management.

SUNY Stony Brook: Physics, Computer Science, Accounting and Independent Studies.

KNOWLEDGE:

Familiar with Win95/98/Me/2000/XP/Vista/7, Windows Server 2000/2003, Windows Networking, and some experience with Xenix/Unix/Linux/BSD operating systems. Expert knowledge of network device installation & troubleshooting procedures, SMB LAN best practices, broadband & wireless installation & troubleshooting, telephone systems, new PC deployment, Windows security lockdown procedures & host security application software, software installation procedures, hard drive imaging & restoration, computer configuration/inventory utilities, management of change documentation & procedures, and advanced performance troubleshooting procedures. Recent experience with PC/LAN/WAN security software & hardware, including vulnerability scanning and forensics investigation. Extensive personal computer hardware experience as well, including system assembly, application deployment, troubleshooting, upgrading, and on-site support.

Expert knowledge of all Accounting Software modules: Accounts Receivable, Accounts Payable, Inventory, Sales Order, Purchase Order, General Ledger, Payroll, Job Cost, Bill of Materials, Production Planning, Time & Billing, Point-of-Sale, and Report Writer. Power user of Microsoft Office Professional, MS-Frontpage, Visio, PaintShop Pro, and other popular PC application software.

INTERESTS:

I love designing, developing, deploying and maintaining complex software/hardware systems, training end-users and keeping systems up & running. I also enjoy solving very complex business process problems that have a strong IT systems component. I'm especially interested in efficient & cost effective IT management processes that align well with business goals while improving reliability, security and maintainability. Willing to travel.

I am a registered Deltec Homes referral agent. After taking a course in Passive Solar Home Design at AB Tech, I am extremely interested in affordable solar home design, manufacturing, and assembly from panelized building components. My wife & I own 5 acres in Virginia that we plan to develop into a state-of-the-art sustainable homestead. Information and plans for our "Little Eden Project" can be found at www.greenequitybuilders.org.

My hobbies include hiking, canoeing, snorkeling, whitewater rafting, organic gardening and other outdoor pursuits. I also manage and perform in a classic oldies jazz band.

REFERENCES:

Robert D. Yantiss, former Dir. of IT at Basofil Fibers, LLC 828-622-7503 Former IT Supervisor
Stewart Lewis, President of FS24-7 Ltd., 513-321-8181 & 513-237-5535 ASP Group Supervisor
William Ching, Project Coordinator, Peak Systems, 212-947-660 ext 133 MSP Group Supervisor
Ronald Rookstool, US Navy, Chief Petty Officer (retired), 828-400-3805 & 828-926-6090 Client
Mary Grace Lodico, Social Worker (retired/blind), 828-452-9047 Client
Mike Tormey, IBM Corp., sales executive (retired), 828-452-3011 Client
Rikki Kessler, Learning Links executive, (800) 724-2616 Client

EMERGENCY TECH SUPPORT:

My current location is published in realtime at <http://webpages.charter.net/alanmcrae> along with my mobile number for nearest tech dispatching to computer emergency situations. I always have my field technician tools, portable help desk, and troubleshooting guides with me at all times. This includes toner wands, cable testing & repair tools and supplies, butt set, loopback adapters, Cisco console cable, null modem cable, laptop with wifi adapter, label printer, LAN discovery & diagramming software, packet sniffer & protocol analyzer, and several hundred diagnostic utilities for assorted troubleshooting.

Call or SMS message 828-226-0136, or email alanjmcrae@gmail.com for emergency response availability.