

Alan J. McRae

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SUMMARY OF QUALIFICATIONS:

Network Engineer, PC Security, Trusted Advisor and IT technical support & 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 & deployment, HD imaging and disaster recovery, PC/LAN/WAN security technologies, PC configuration/asset inventory software, system documentation writing, management of change documentation (MOC), microcomputer-based networks, 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 collaboration skills. Expert endpoint security, computer troubleshooting and help desk skills. Willing to travel.

EXPERIENCE:

1997- Present Independent Network Engineer and Computer Consultant in North Carolina
Installing and supporting Cisco & Wayport commercial wifi systems, various routers and switches (AdTran, Cisco/Linksys, D-Link, Netgear), plus cabling infrastructure in Fortune 1000 locations, including McDonald's, Red Roof Inns, Credit Unions, etc.
Also providing as-needed broadband, computer technical support & PC security services to dozens of SMB's and home PC users in the region.

FS24-7: provide this nationwide field service provider with as-needed IT technical services, including commercial wifi installation & troubleshooting, extended demarc troubleshooting, IAD installations, server migrations, site surveys and emergency technical support for their Fortune 1000 clients.

Basofil Fibers, LLC in Enka, NC: assisted the IT Department Director with a 25 node PC LAN migration & redesign, 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. Extensive experience with computer security, including Symantec Client Security, Norton Internet Security Suite, 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.

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

1986-96 **SUN COMPUTERS & SOFTWARE:** independent systems consultant for accounting system & vertical marketing, customer needs analysis, proposal writing, software installation, end-user training and on-site technical support for a computer retail store in East Northport, NY.

1984-85 **MICROAGE COMPUTER STORE:** senior systems consultant to retail store - specializing in accounting and financial applications. Sold & implemented FIS Accounting, Open Systems Accounting, and numerous productivity software packages on commercial models of IBM/AT&T/Compaq computers to corporate and small business market, and trained end-users in proper software operation.

- 1982-84 **Corporate Computer Consultant:** programmer/consultant to Fleischmann Distilling Company, Julius Wile Sons & Co., Award Petroleum, Tempo Instrument Inc., Cerro Wire & Conduit, and many professional/service organizations on Long Island, NY.
- 1982-84 **Retail Store Freelance Computer Consultant:** sales/support/training consultant to several retail computer stores, including Entre Computer Center, Sun Computers & Software, and Computerland. Sold & supported IBM/COMPAQ/NEC computers, HP/EPSON/OKIDATA printers, with Open Systems accounting and standard office productivity software.
- 1981 **BERLINER COMPUTER CENTER:** marketing manager for a retail computer store under contract to McRae Management Corp. Boosted sales of Apple Computers to doctors, corporate users, and small business.
- 1980-81 **COMPUTERLAND OF CARLE PLACE:** microcomputer sales & implementation consultant specializing in business applications on Apple II computer.

EDUCATION:

- 1998-
Present Broad-based, hands-on, technical training with special emphasis on 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 Access Devices, 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 field service certification via online training. Recently I deployed a Linux-based Untangle UTM appliance, PRTG network sensor, and homemade Ethernet taps for learning advanced network 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 and security on a used Dell PowerEdge server.
- 1983-
Present **PROFESSIONAL SEMINARS:** Attended training seminars on IBM, Compaq, AT&T, NEC, Altos and other microcomputer systems, as well as Novell Netware, Windows for Workgroups, Windows95/98/2000/XP, Lantastic, DOS Xenix and Unix operating systems and ACCPAC, Peachtree, Open Systems, Macola, SBT and other business software applications.
- CERTIFIED INSTALLER CERTIFICATES:** Open Systems and ACCPAC Accounting Software (all modules), EMC ApplicationXtender ECM system.
- CERTIFIED SYSTEM ADMINISTRATOR:** SCO Xenix/Unix.
- 1982-83 **ADELPHI UNIVERSITY:** Financial Planning, Business and Computer Science courses.
- 1981-82 **NEW YORK INSTITUTE OF TECHNOLOGY:** Computer Science and Business Administration with special emphasis on Marketing Management.
- 1976 **GRUMMAN DATA SYSTEMS INSTITUTE:** Certificate in Computer Programming.

- 1971-78 PROFESSIONAL SEMINARS: Attended training seminars on self-development, time management, sales & marketing management, and other business topics.
- 1967-70 SUNY at STONY BROOK: Physics, Computer Science, Economics and Accounting courses.
- 1964-67 HEMPSTEAD HIGH SCHOOL: Honors student in Math & Science – National Honor Society, National Science Foundation, Mathematics League, and Waldemar Science Foundation Awards.

KNOWLEDGE:

Familiar with Win95/98/Me/2000/XP/Vista, Windows Networking, and some Xenix/Unix/Linux/BSD operating systems. Expert knowledge of network device installation & troubleshooting procedures, SMB LAN best practices, broadband & wireless installation & troubleshooting, new PC deployment, Windows security lockdown procedures & host security application software, malware removal, 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 am interested in working with a cutting-edge MSSP organization that can deliver state-of-the-art security technologies & services to enterprises large & small via a highly collaborative workforce of innovative security professionals. Ever since I encountered my first case of professional industrial espionage, I have worked continuously to learn new security skills & technologies for protecting computer networks, valuable intellectual property and sensitive personal data from cybercriminals, hackers and terrorists. I love participating in the designing, deploying, securing and maintaining of complex IT systems, the proper training of network admins & end-users in best practices, and the rapid response to security breaches in progress. In my own personal security research, I have developed an extensive procedure for thoroughly disinfecting Windows computers, including checking for and removing rootkits, as well as experimented with tools for O/S file integrity verification, registry monitoring, log monitoring, traffic monitoring and process monitoring. I also enjoy solving very complex business process problems that have a strong IT systems component. Willing to travel.

My hobbies include hiking, canoeing, whitewater rafting, and other outdoor pursuits. I also manage and perform in a classic jazz band, a Celtic band and a folk rock 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
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