

Gordon A. Cunningham

276 HOPKINS RD, PLYMOUTH ME 04969

EMAIL: GORDON.A.CUNNINGHAM@GMAIL.COM

IT veteran geek with 35 years experience with in-depth understanding of application software, networking, security, hardware, Internet, and business systems that enable companies to create technology-based infrastructure to meet and exceed business and process needs with streamlined and reliable systems that lower costs and improve profits.

Accomplishments

- ◆ Managed IT teams/departments of up to 10 employees, vendors, data center operations, help desk and support, strategic and tactical project design and management, developed and tracked budgets, greatly improved IT department and staff reputation
- ◆ Planned and implemented 18-month infrastructure upgrade to provide server updates and consolidation, increase network security, and perform major system migration for new network core, while keeping the business and services running 24x7x365
- ◆ Managed integration and merging of remote IT systems during extreme business growth by acquisition as well as organic growth into new markets, keeping network performance and stability high while keeping costs low
- ◆ Designed and implemented network management, reporting, and problem notification systems that improved internal communications, shortened downtime, provided critical management reports and measurements, and significantly improved customer satisfaction and worker productivity
- ◆ Designed, developed, and implemented a centrally-managed network-wide gateway network intrusion detection system (NIDS) using open-source tools, saving over \$250k/yr in commercial tools, professional services, and administrative costs
- ◆ Redesigned Help Desk and support processes, ticketing systems, and knowledge-base adding self-help options for company staff; managed desktop and server engineers, Help Desk, and support personnel; reduced time to respond, time to resolution, and overall costs of the support operations by 33%
- ◆ Investigated and resolved network and computing security incidents, wrote and updated security policies and procedures, managed consultants and contractors for a variety of services, managed vendor relationships
- ◆ Recognized in every assignment for applied excellence in IT due to improved system up time, employee satisfaction, reduced costs, and application, systems, and network performance increases
- ◆ Designed and consulted with contractors for new data center headquarters building project
- ◆ Design, author and maintain web sites and Internet presence for a variety of clients
- ◆ Established training programs and classrooms as needed

Skills

- ◆ Superior analytical skills in IT, mechanical, electrical, logic, business processes
- ◆ Builds IT systems that enable measurement and control
- ◆ Logical, keep-it-simple, common-sense approach
- ◆ Mechanical, electrical, and electronic aptitude, troubleshooting, and repair
- ◆ Wiring plant design, installation, and maintenance
- ◆ Excellent communications skills
- ◆ Applied excellence in IT, best practices
- ◆ HIPAA, PCI, AD, LDAP, network and data security
- ◆ SOx IT-404, COBIT, ISO9000, etc.
- ◆ Active content-managed web sites, e-commerce, media
- ◆ Supervisory/Mentoring team/staff/execs
- ◆ Project planning and management, ROI, Six Sigma
- ◆ Redundant, failover, and 24x7x365 systems and operations
- ◆ Budgeting, procurement, vendor management
- ◆ Business continuance, disaster recovery, contingency planning
- ◆ Acquisitions and mergers from IT perspectives
- ◆ LAN/WAN/WLAN admin and management
- ◆ Policies and procedures, documentation, including HR personnel tech policies
- ◆ Server and workstation hardware/software, end-user workstation admin and management
- ◆ Data Center Operations, IT Management, Help Desk Management
- ◆ Data center backup, power, and HVAC environmental systems
- ◆ Open source tools and solutions

Hardware

- ◆STORAGE: EMC SAN, NAS, tape and disk backup, robotic libraries, cloud services
- ◆INFRASTRUCTURE: HP, Cisco, Sonicwall (switches, routers, VPN, wireless, etc.), DEC, SOHO (Linksys, Netgear, etc.), Checkpoint, Pix/ASA, Sonicwall firewalls, specialty devices, comms gear, and application engines (Barracuda, Blue, Adtran, etc.), racks, power, HVAC, cabling, wiring closets, wiring drops, entrances, Cat5, Cat6, fiber, WiFi, etc.
- ◆SERVERS: Dell, HP-Compaq, rackmount, cluster, tower, blade
- ◆WORKSTATIONS: Dell, HP-Compaq, Acer, desktop, laptop, netbook, thin client, virtual, docking stations, monitors, peripherals
- ◆PRINTERS: Xerox ColorCube, HP, Fujitsu scanners, multi-function, specialty, etc.
- ◆BYOD: various devices – Android, iOS, Windows, etc.

Software

- ◆WORKSTATIONS: MS Office, OpenOffice, Client/Server apps, VM, specialized
- ◆OS: MS, Linux/Unix flavors, iOS, Android, servers and workstations, specialty operating systems
- ◆MICROSOFT: Server 2003/2008, Active Directory, Exchange 5.5 thru 2010, Hyper-V, WSUS, etc.
- ◆VM: VMware ESX 5.1, vSphere, vCenter, Hyper-V, Citrix,
- ◆NETWORK PACKET: Snort, IDS/IPS, WireShark, and similar technologies
- ◆MALWARE/AV: Symantec, McAfee, TrendMicro, Avast, MSE, MalwareBytes, many others
- ◆EMAIL: Exchange 2010, applications, BLAT, SMTP, IMAP, MAPI, gateways
- ◆CONTENT/EMAIL FILTERING: Blue, Barracuda, SpamCop, Websense, Postini
- ◆NMS: PRTG, SNMPc, OpenNMS, Nagios, Cacti, SmokePing, Tivoli, HP OpenView NNM, Solarwinds, Spiceworks, WhatsUpGold (SNMP, WMI)
- ◆PATCH MGMT: LanSweeper, Shavlik, WSUS, custom scripting
- ◆IM/CHAT: Jabber, Openfire, IRC, MS Live, etc.
- ◆WEB: IIS, Apache, Java, custom, scripting, SSL, webmastering, certificates, LAMP and MS, Wordpress, Joomla, JamRoom, CMS, database-driven, PHP, HTML, CSS, SQL, etc.
- ◆DATABASES: MSSQL, MySQL, LDAP, Access, dBase, Oracle, others
- ◆VoIP/VOICE: Mitel, PrairieFyre, Asterisk, Avaya, Nortel, etc.
- ◆AUTHENTICATION: AD/SMB domain, Kerberos, TACACS+, Radius, single sign-on, SecurID, callback,
- ◆SCRIPTING: VBA, VBS PHP, Perl, shell, WMS, Kixtart, Powershell, etc.
- ◆BACKUP: Legato, Backup Exec, SQL, Arcserve, others

Experience

HIDDEN GEM TECHNICAL SERVICES, Plymouth ME

Since 2005

Owner/Principle Consultant

Technical services firm providing web design and management; infrastructure and systems design and management; automation systems design and support including telephone, network, fire, and security systems; audio engineering and entertainment technology solutions; and special projects as my clients' requirements dictate.

PENQUIS, Bangor ME

2012-2013

Network Operations Manager

Information Services manager for all systems administration responsibilities. Managed IS personnel, LAN, WAN, WLAN, equipment, workstations, servers, security, software, administration, Network Operations Center, procurement, maintenance, budgeting – all aspects of running a company data center and supporting 300 workstations. VMware clusters, EMC SAN, PoE, VoIP, PC, web, video-teleconferencing systems, multifunction printing, and more. Developed technical and interpersonal skills of direct reports to improve their effectiveness. Greatly improved the reputation of IS as open and helpful across the company.

H.E.MURDOCK, INC. dba DAY'S JEWELERS, Waterville, ME

2011

IT Consultant

Temporary 6-month project management position. Installed and supported major upgrades to point-of-sale, financial, and business software systems. Developed training and updated procedures for all employees for new systems. Investigated and troubleshot systems, developed and implemented quick solutions while maintaining high standard of design practices. Designed and managed testing protocols to measure end-to-end efficiencies and throughput at the point-of-sale systems. Proved issues were software-based, which led to the software authors finding and fixing a major bug. Provided consulting on other IT operations issues working directly for CFO.

L-3 MICRODYNE OUTSOURCING INC, Orono, ME (now Nexxlinx)

2009-2011

Senior Systems Administrator

Designed and rolled out custom migration project from NT 4.0 to Active Directory, including Exchange 5.5 to 2007 migration, network security best practices, and major network overhaul including security upgrades to join parent company's MIL-spec secure WAN. Performed major updating of computer center servers, hardware and software systems, and multiple network IP address changes while keeping critical business systems online and fully operational 24x7x365. Supported Blackberry Enterprise Server, multiple Backup Exec robotic backups systems, IPSec VPNs (Cisco ASA), routers, firewalls, switches, and remote sites. Responsible for day-to-day management of major systems, servers, networking, security, and related systems, keeping them running and serving the business. Building new systems as needed, applying security and privacy best practices, along with common sense and writing business policies and process standards. Researching and evaluating systems and software for solutions. Secondary job duties include back-up voice systems admin and desktop tech, as well as part of the IT team of six for this

call center and outsourcing company. On-call as tech support, working with the business management in planning and custom contact solutions for our customers.

ALLIES INC, Bangor, ME

2006-2008

IT Coordinator

Managed and coordinated all technology and information systems for Allies, a mid-size non-profit company with 15 offices state-wide, specializing in mental health case management and vocational counseling and rehabilitation. Allies Inc works with state and federal programs for support of disabled populations. Designed and implemented company-wide systems and practices standards, moved to more secure computing and communications platforms, upgraded and replaced aging systems, wrote policies, and established a WAN for inter-office communications and secure email and IM systems within the organization. Managed all aspects and acted as administrator and technician for ongoing support. Also handled vendor relations for voice, data, and copying/printing, and procurement. In short, I was "the" IT Dept. Member of the 5-person management team, where I also shouldered Safety Coordinator and Facilities Coordinator duties and performed standard business management duties as required/assigned.

GENERAL ELECTRIC (previously Casi Rusco/Interlogix, Inc.), Boca Raton, FL

2001-2004

IT Manager/Senior Security Analyst

Managed three engineers who staffed the Help Desk, managed desktops, servers, and related LAN gear, and personally co-managed the WAN for North America. Managed the east coast data center, the largest and one of three world-wide. Instituted network management and reporting system, organized network and systems, reconfigured local data center, etc. Managed firewalls, network security. Under GE (Interlogix was acquired in February 2002), participated in acquisition migration projects, moved to the GE IT Security team as a Senior Security Analyst, and developed and installed a centrally-managed North America-wide network intrusion detection system (NIDS) for all external gateways, using open-source tools and software, saving over \$250k/yr. Managed DNS and DHCP systems, proxy servers, and other infrastructure systems. Managed portions of Sarbanes-Oxley IT 404 reporting for several subdivisions. Consulted in design of new Internet-connected secure data center. Reviewed security and developed resolution plans for new acquisitions. Received Six Sigma quality training.

H.L.YOH, Atlanta, GA for EDS

2001

(EDS is the outsourced vendor for much of Rinker Materials' IT needs)

WAN Systems Administrator/Consultant

Contracted to EDS, placed at Rinker Materials, West Palm Beach, FL, where I was one of three WAN Administrators supporting approx. 330 remote WAN sites. Also managed their Checkpoint firewall, email and web content filtering systems, producing monthly reports for the CIO. Piloted and installed a management package for better reporting and support of the WAN and LAN infrastructure.

ALL AMERICAN SEMICONDUCTOR, INC., Miami, FL

2000

Operations Manager, Networks

Managed the LAN and WAN, related vendors, and all infrastructure services. Responsible for the Internet gateway, security, firewalls, and related servers. Helped desktop and programming teams with troubleshooting and solutions development. Discovered and developed plan for remediation of redundant WAN system shortcomings.

AVIATION SALES COMPANY, Miami, FL

1997-1999

Senior Manager, Information Services

Managed data center and IT staff of 10. Developed plans, processes, systems, and policies to support aggressive expansion by the company, including hiring engineers, managing vendor relationships, developing firewall/Internet gateway with content filtering, remote site gateway and network infrastructure server systems, and expansion and management of WAN and telco services. Expanded WAN through acquisitions from two sites to over 15 across the US using voice-capable Cisco routers. Migrated to frame relay/MCI-Worldcom. Upgraded and installed Nortel PBX systems at HQ and several remote sites. Standardized infrastructure support services across the business network. Migrated from twin-ax-connected 5150 terminals to PCs running 5150 emulation through a gateway to access core AS400 functions. Upgraded and streamlined electronic document management scanning and storage/retrieval system, and negotiated move to new scanning system. Designed and installed incoming and outgoing fax management system using MS Exchange and Nortel PBX. Responsible for managing staff, network and audio/visual infrastructure, and data center design of new headquarters building/warehouse in Miramar, FL. Improved reputation of IS across the company. Recognized for efficiency and competency of staff.

Education

B.A., Computer Science, University of Southern Maine, Gorham and Portland, ME

Cum Laude Honors, 3.1/4.0 GPA

Elective work in communications, analog and digital electronics, physics & FM radio broadcasting. Attended seminars and CEU coursework in a variety of areas including Office Ergonomics, HIPAA, Network and Data Security, etc.