

PAUL SCHEPPE

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SUMMARY

Professional and experienced Information Systems Engineer with experience in UNIX, Microsoft operating systems, mainframe and networking. Also has experience in management, customer support, help desk application support and development.

EDUCATION

- Keller School of Management** **2007 – 2009**
Masters in Business Administration, July 2009
Graduate Certificate: Information Systems Management
- Devry University, Student** **2005 - 2007**
Bachelor of Science in Technical Management, July 2007
Minor: Security
- Prairie State College** **1981 - 1994**
Associate of Arts in Information Technology, December 1994
Associate of Applied Science in Business Programming, May 1991
Certificate in Computer Operations, August 1989

TECHNICAL SKILLS

Operating Systems: Microsoft Server 2008, 2003, 2000, Vista, XP ...

Software: Microsoft Office, Project, Visio, Exchange, Internet Explorer, IIS, RSA Ace Server, VERITAS - Backup Exec

Programming Languages: HTML, VBScript, KIX Script, Basic, SQL, .ASP

Course Project work: (available online at <http://www.sheepdawg.com/resume>)

Course	Name
Marketing Management:	Tactical Marketing Plan, 5 Gallon Beverage Cooler Riser
Managerial Application of Information Technology	Reduction in systems downtime due to backup window contention
Leadership and Organizational Behavior	Rewards and motivations used in a volunteer organization

Employment Profile

Freelance, Systems support **2000 - Current**

A customer service and support technician that provides services that include: firewall installation, infrastructure build and redesign, wireless install, OS system installs rebuilds and reconfiguration, hardware troubleshooting and replacements, software installs / configuration, documentation creation, end user training and website design.

- Installed M0n0wall firewall in school as part of an infrastructure redesign. This redesign included creation of DHCP infrastructure, IP reconfiguration, and Windows 2008 server installation with file and print services, directory services and web services.
- Installed IIS on 2008 server for a internal web site and a separate proxy auto configuration site.
- Installed Squid Proxy server, Dansguardian content filter on an Ubuntu UNIX platform for local school.
- Installed Apache web server and SARG reporting utility for Dansguardian
- Installed Virtual PC / Windows XP on new Vista machines to support legacy applications still in use.

Unitrin Data Systems, Inc., Senior Network Analyst **1998-2003**

Data center tier three support specialist for the Windows 2000, XP, NT, ME and 98 platforms on a 4,000-node NT network. Maintained the corporate 130-machine NT/ 2000 server farm. Held senior administration responsibility for NT domains, Exchange mail servers, and IIS web services. Assisted remote support specialists and mainframe and UNIX administrators in resolving issues; resolved problems escalated from other field support offices. Mentored and trained less experienced support specialists to enhance their skills and improve end user support.

- Designer/project lead/developer for an internal VPN user accounting/reporting database utilizing Visual Basic, ODBC and ASP technology. This extensive system was designed to allow: line managers access to reports, users to make access requests, support to know user information while not compromising security. The design incorporated an automated workflow which accelerated processing requests while reducing processing errors.
- Implemented a corporate wide DNS naming service, in addition to WINS, and replaced host files, significantly cutting troubleshooting time by reducing naming related issues.
- Installed, configured and troubleshot Windows NT and 2000 servers on Compaq, HP, IBM and Dell hardware.
- Implemented DHCP services, facilitating speedier conversion of the private IP infrastructure.
- Maintained the configuration of local PBX and house telecommunications and network wiring, saving time and money by eliminating the need for outside support services.
- Served as a project lead in disaster recovery planning and testing; successfully testing recovery of multiple machines three times and proving that the business resumption plan worked.
- Led a project team in a corporate VPN implementation, taking a system from a planned 350-user installation to 1,400 users in 19 months, saving \$25K per month in dialup fees while increasing user access 400%.
- Spearheaded a large-scale KVM solution, which enabled server farm capacity to expand from 30 to more than 130 servers and increased consoles available by 200%.
- Led a team that rolled out NT in data center workstations and participated in rolling out to 3,000+ stations across the country.
- Served as a project lead for Radius and ACE authentication servers, holding responsibility for remote dialup administration and problem resolution for ISDN and analog devices. Set up the systems to generate the accounting department's billing reports and diagnostic reports for remote support to troubleshoot end user issues.

Software Development Systems, Inc., Network Administrator – Consultant

1998

Functioned as the interim NT and UNIX network systems administrator in a 15-server, 150-workstation environment. Configured NT workstations and servers and provided end user support.

- Participated in relocating the corporate office, which was completed in 24 hours with no loss of data.
- Installed Windows NT server.
- NT desktop support engineer.

Safco Technologies, Inc., Network Manager

1993-1998

Was responsible and directed the daily operation and expansion of all information technologies resources. Controlled a \$580K budget and supervised a staff of five maintaining a 250-node NT/UNIX network with workstations and 30 servers in six locations. Installed and maintained a Netscape enterprise server on IBM AIX. Installed and administered a SCO UNIX server and maintained and administered HPUX and AIX servers. Established T1 connectivity to the Internet using Cisco routers and PIX firewalls.

- Relocated a 15-server computer room in 12 hours, with no interruption of service.
- Converted company workstations from Windows to WFW to NT 3.1 to NT 3.5 to NT 4.0.
- Designed a departmental web site using MS FrontPage and HTML.
- Installed and maintained a multiple post office MS Mail system, and then managed the subsequent conversion from MS Mail to MS Exchange.
- Designed and supervised the installation of a two-location WAN using VPN through the Internet with Cisco PIX firewalls, saving \$3,000 per month versus a point-to-point network connection.
- Supervised the re-wiring of an entire building, including replacing network, telephone, and power during the conversion from factory to office space, with no interruption of service.

PROFESSIONAL CERTIFICATIONS

MCP Implementing and Administering a Microsoft Windows 2000 Network Infrastructure (70-216)	Mar. 8, 2005
MCP Installing Configuring and Administering Windows 2000 server (70-215)	Jan. 08, 2005
MCP Installing, Configuring and Administering Windows 2000 Professional (70-210)	Aug. 05, 2004
MICROSOFT CERTIFIED PRODUCT SPECIALIST	Dec. 07, 1995
MCP Implementing and supporting Microsoft Windows NT Workstation 3.51 (70-042)	Dec. 07, 1995
MCP Mail for PC networks v3.2 enterprise (70-037)	Aug. 29, 1995