

Resume of Stephen T. Moore

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OBJECTIVES

A full-time permanent position or contract assignments that will continue and further enrich my 25-year career as a CIO/IT Manager, Network/Systems Engineer/Administrator, and Business Systems Analyst/Architect in the San Francisco Bay Area.

SKILLS

- Network infrastructure design, implementation, and administration; local, wide area, and virtual private networks (LANs, WANs, and VPNs); routing and routers (Cisco and others); Ethernet, T1s, DSL, frame relay, ISDN, wireless networking (Wi-Fi/802.11); remote access and administration; email systems; DNS, FTP, DHCP, TCP/IP, IPX, etc.
 - Network server design, implementation, and administration, emphasizing Microsoft Windows servers, active directory, group policies, security permissions, Terminal Server, remote access and administration, etc.
 - Hardware systems design, implementation, maintenance, and repair; Dell, HP/Compaq, IBM, and others
 - Data security, including firewalls and anti-virus protection, backup and disaster recovery technologies
 - Microsoft Windows desktop operating systems and applications installation, maintenance, user training, and support, emphasizing Microsoft Office and including macros, VBA, and in-depth spreadsheet skills
 - Database development and administration; Microsoft Access, SQL, Visual Basic, and contact management databases
 - Accounting systems, including in-depth knowledge of accounting and QuickBooks
 - IT planning and management; staff supervision, budgeting, and project management
 - Classroom teaching and educational administration; documentation, presentation, and verbal communication skills
 - Additional experience with: Novell, Unix, and Apple systems; web site development and administration; telephone systems, including VOIP; graphics, desktop publishing, and CAD; audio, video, and multimedia; industrial control; and other specialized systems
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EXPERIENCE

VISTA CONSULTING

Dec. 1988-present (part time Aug. 2000-May 2001)

Owner/manager, responsible for a computer consulting business of up to about 10 employees; hire, train, and supervise other consultants; teach computer classes, design curriculum, and administer the firm's training program

Contract CIO/IT Manager, Network/Systems Engineer/Administrator, Business Systems Analyst/Architect:

Design, implement, and support computer hardware, software, and network systems for the firm's clients. The following are a few client profiles selected from hundreds of clients in dozens of industries:

- **Computer Printer Consumables Supplier** **38 full-time equivalent months, Jan. 2005 - Dec. 2009**
Work with the founder and CEO as contract IT Manager during the company's first five years—pre-startup to approx. \$12 million in annual sales; develop IT plans; design, configure, and support (hardware and software) approx. 35 Windows workstations and laptops, in two main offices, for approx. 70 users, plus remote access to heavily used Windows Terminal Servers and extensive Remote Desktop and GoToAssist support for dozens of remote sites nationwide; coordinate technology aspects of multiple office moves; design, install, configure, and maintain multiple Windows servers, including AD, group policies, inter-site replication, resource permissions, SQL Server, etc.; design, set up, and maintain LAN cabling, switches, and routers; select, install, configure, and support (on servers and workstations): MS Office, Goldmine CRM (create custom SQL links to accounting), Adobe Acrobat, email systems, credit card software, EDI, customer print volume monitoring software, Crystal Reports, Stonefield Query, and other software; provide Internet, remote access, and inter-office connectivity, initially using inexpensive routers and redundant VPN's over ADSL and SDSL, then growing to redundant, high-end Cisco routers over point-to-point and Internet T1 lines; install, configure, and manage (using IOS, SDM, etc.) all routers, including TCP/IP, static routes, NAT, port forwarding, DHCP, HSRP, IPSec VPN's, etc.; configure and support tape and inter-site data backups; set up and monitor backup power systems; design and operate Symantec antivirus, firewalls, and other threat security systems; manage Internet domain names, operate DNS servers, and work with web developers and e-commerce vendors; work with telephone vendors in the design and operation of telephone systems, including PBX switches, PRI lines, VoIP, and numerous Blackberries
- **RV Park and Campground** **19 full-time equivalent months, June 2001 - Sept. 2006**
Dramatically improve reliability by replacing LAN cabling (used fiber for long runs), switches (used Cisco with VLANs), and Windows server; update and reinstall Windows server with AD, group policies, replication, permissions, etc.; install and support: MS Office, SQL-based reservation software, QuickBooks, graphics and other software; reconfigure email systems;

repair, replace, add, and update about 10 workstations and 6 printers; replace and reconfigure routers and maintain Internet connection; replace tape drive and set up Backup Exec; set up backup power; switch to Symantec Antivirus software; perform port scans and other security procedures; set up 5 Cisco Wi-Fi access points and link them to cover a 32-acre site; develop IT plans and budgets

- **Medium Size Printing Company** **13 full-time equivalent months, Oct. 2002 – Oct. 2004**
Support about 35 users and workstations; manage 3 servers, including email, and LAN/WAN routers; replace and convert servers from Novell Netware to Windows; provide a full range of other IT services.
- **Software Development Firm** **5 full-time equivalent months, Mar. 1996 – Apr. 2003**
Update and manage servers; interconnect Unix and Windows LANs; set up Internet connectivity and routers; other support
- **Television and Radio Station** **25 full-time equivalent months, Dec. 1996 - Jan. 2000**
Support about 55 users, 45 desktops, 4 servers, and other specialized equipment on a mixed Windows, Novell, Apple, and OS/2 network; replace, configure and maintain mostly Windows servers and workstations; redesign and maintain LAN and WAN routers, switches, cabling, and data lines (T1, frame relay, etc.); manage backups and security; develop (in Access, Excel, and VBA) custom program scheduling and election reporting software/hardware systems; work with audio/video and telephone systems; set up and support email systems; support MS Office, accounting, graphics, and numerous specialized programs; extensive hardware repair and replacement
- **Pharmacy** **3 full-time equivalent months, 1998 – 2009**
Replace workstations and routers on Windows/Unix network; spreadsheet and database development; data backup systems
- **Civil Engineering Firm** **5 full-time equivalent months, Mar. 1997 – Mar. 1998**
Develop formal IT Plan, including a WAN linking 6 international offices; application and networking support
- **Large Printing Company** **12 full-time equivalent months, June 1994 - Dec. 1997**
Support about 40 users, 40 workstations, and 5 servers on a mixed Windows, DOS, Novell, Apple, and Unix network; design and maintain LAN/WAN infrastructure, servers, and workstations; help select and supervise in-house IT staff; app. support
- **Large Inn** **Approx. 10 full-time equivalent months, 1990 – 1997**
Design, maintain, and support small LAN, server, and workstations; support office, accounting, and reservation software
- **Air Filter Manufacturer** **Approx. 42 full-time equivalent months, 1989 - 1993**
Serve as IT Manager for 7 West Coast sites of a national corporation; support branches remotely; provide support for LANs, servers, workstations, applications, and accounting software; develop IT plans and budgets
See also www.VistaConsulting.com.

SANTA ROSA JUNIOR COLLEGE **Full time, one academic year, Aug. 2000-May 2001**
Lead Networking Instructor in the Computer & Information Sciences Department: teach networking courses, including theory and practicum, Windows Server and Workstation, and command line basics; curriculum development

COMPUTERLAND OF SANTA ROSA **Full time Aug. 1987 – Dec. 1988**
General Manager: Total management responsibility for operation of a computer retail, training, and service business with 15 employees and gross revenues of several million dollars a year
Training Manager: Provide technical support to staff and customers, teach computer classes, design curriculum, hire and supervise instructors, administer training program

HEALD BUSINESS COLLEGE **Part time Oct. – Dec. 1986, full time Jan. – Apr. 1987**
Instructor: Teach computer and general business subjects

CERTIFICATIONS

- CCNA (Cisco Certified Network Associate) certified 2001-2004
- MCP (Microsoft Certified Professional) certified in 2001
- MCSE (Microsoft Certified System Engineer) “core four” exams (only) completed in 2001
- Network+ certified by CompTIA (Computing Technology Industry Association) in 2000
- A+ certified by CompTIA in 2000

EDUCATION

- Bachelor of Arts with honors in German from Sonoma State University (3.5 undergraduate GPA)
- 64 semester units of study beyond the bachelor’s degree (3.9 graduate GPA)
- Continuous self-directed study , including dozens of specialized computer courses and examinations