



# Andrew Mortenson

INFORMATION TECHNOLOGY  
PROFESSIONAL

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## EDUCATION

ORANGE COAST COLLEGE  
*Orange, CA*  
*Computer Science*

## LICENSES & CERTIFICATIONS

MCP ID 317981	MCT 2002
MCSE 2002	MCSP 2006
MCSA 1996	CCNA 2002

## RELEVANT SKILLS

Technology Pre-Sales Consulting  
Analytical Thinker and Problem-Solver  
Cost Analysis & Process Improvement  
Project Team Management  
Team Building & Mentoring  
Technology Training & Courseware  
Creation  
Enterprise Application Planning  
Custom Application Development  
Systems Integration & Migration  
Active Directory Domain migration  
Security Assessments & Performance  
Assessments  
Data Center Assessment & Design  
Systems Documentation  
Data Center & Network Operations  
Virtualization

## CAREER SUMMARY

Information technology professional spanning 30+ years of diverse experience in information systems, security, integration, digital forensics and application development with extensive knowledge in a wide variety of security, networking, operating systems, hardware, systems monitoring and benchmarking technics. Able to work independently with excellent organizational and time management skills.

## PROFESSIONAL EXPERIENCE

SENIOR SYSTEMS ENGINEER / PROJECT MANAGEMENT  
*Implicit.Systems, Remote / Jan 2001 – Present*

Provided information technology services with a successful track record providing executive level direction across various industries and technologies aligning with corporate initiatives and goals. Expertise developing cost-effective technology solutions aligning with business requirements that mature into strategic technology roadmaps, solutions, and programs driving internal improvements.

- Designed and built the IT infrastructure for P&C Poultry's new 25000 sq. ft. headquarters and food processing and distribution plant. Security, communications, building monitoring and remote accessibility were key requirements.
- Migration from Exchange 2003 to Smarter Mail 6.0 reducing licensing costs.
- Designed and installed a 32 camera Sony HD IP security camera monitoring solution with a 10 GB DVP recording server with web accessible monitoring for management.
- Created and developed a biometric employee time management hand recognition time clock solution to replace an antiquated manual hand punch process eliminating unethical "buddy punching" and reducing accounting administrative time.
- Developed a custom time management software application polling the time clocks utilizing .net C# and SQL Server 2012.
- Trained and registered 600+ employees on the new time management system.
- Created specialized accounting reports utilizing SQL server reporting services and crystal reports.

# SYSTEMS, HARDWARE & SOFTWARE KNOWLEDGE

## DESKTOP & SERVER OPERATING SYSTEMS

Windows Server, Windows Desktop, Apple, Linux, MS DOS

## HARDWARE PLATFORMS

DELL, HP, IBM, Gateway, Super Micro, Network Engines, Compaq, Sun

## ROUTERS, FIREWALLS & TOOLS

Cisco, WatchGuard, Juniper, Netoris, F5, Extreme Networks, 3COM, Checkpoint, Windows Firewall, 2000, SonicWall

## MAIL & COMMUNICATION SERVERS

Microsoft Exchange, SmarterMail, iMail, SendMail, Asterisk, 3CX SIP VOIP

## STORAGE, BACKUP & ANTI-VIRUS

SAN, NAS, StorageTec, EMC, Network Appliances, Data Direct, OpenFiler, Backup Exec, ArcServe, Net Backup, Norton Enterprise, Trend Enterprise, AVG Enterprise, Endpoint gateways

## VIRTUAL SERVERS

MS HyperV, VMWare Server, VMWare (VDI) Virtual Desktop Infrastructure; Citrix XEN Server, Citrix XENDesktop, Citrix Access Gateway, Thin Client Terminals

## MONITORING SOLUTIONS

Nagios, NetIQ, SolarWinds, Sniffer Pro, Hyperic, Big Brother, eEye Retina, WebTrends, Wireshark

## DATABASE & WEB SERVERS

Microsoft SQL Server, Oracle, Postgress, Derby, MySQL, IIS, Apache, JBoss, Tomcat

## BUSINESS SOLUTION PLATFORMS

SharePoint, WordPress, Salesforce (CRM), QuickBooks, Merlin (MRP), Siebel, Maximizer (CRM), Goldmine, SugarCRM

- Implemented QuickBooks Enterprise to replace outdated custom built dbase accounting software.
- Implemented a VMWare ESXi for virtual desktops to replace select warehouse desktops with dumb terminals reducing administrative maintenance costs.
- Lead a small team implementing a staging and production environment for Avanade in Seattle.
- Serviced Wells Fargo kiosk banking terminals for various office through-out Orange and LA counties.
- Worked with several clients in various projects ranging from server trouble shooting to designing and architecting system networks for new and existing companies.
- Prepare cost analyses and return-on-investment studies to aid decision makers on systems implementation of recommend equipment or software packages.
- Assessment of legacy systems or custom-developed applications with recommendations for more advanced business processes.
- Documentation of business systems utilizing flow charts, matrices & diagrams describing the logical operational steps.
- Training of managers and/or end users on usage of computer systems, programs, security policies and access systems.
- Use of object-oriented programming creating client server database ecommerce applications and plugins.
- Systems security monitoring and incident investigation of malicious activities identifying false positives verses malicious file uploads, compromised servers, SQL injections, or port scanning.

## SHAREPOINT SYSTEMS ENGINEER

*First American Trust, Santa Ana, CA / Jan 2009 - May 2009*

Contracted to migrate two existing SharePoint sites into one Enterprise SharePoint portal. Implementation was completed ahead of schedule allowing for additional custom work.

- SharePoint Migration from 2000 & 2003 to SharePoint 2007 Enterprise.
- Redesign of the existing layout and migration of exchange public folders.
- Trained managers on workflow process and InfoPath forms usage.

## SECURITY PROTOCOLS & CRYPTOGRAPHY

SSL, HTTPS, SHTTP, SSH, IPsec, PCT, L2TP, PPTP, RSA ACE/Server and RSA SecureID cards/tokens, DES, Triple DES, EEE2, EDE2, EEE3, EDE3

## DESIGN SOFTWARE & DEVELOPMENT KNOWLEDGE

### GRAPHICAL & MECHANICAL EDITORS

Adobe Photoshop, Adobe Illustrator, Visio, AutoCAD, AutoDesk Inventor, AutoDesk Revit, Adobe After Effects

### CODING LANGUAGES & TOOLS

Visual Studio, C#, MVC, SQL, LINQ, JavaScript, HTML5, Java, Basic, Python, C, C++

### PROTOTYPING & CIRCUIT DESIGN

Arduino, .Net Micro Framework, MACH 4 CNC, Linux CNC, Eagle CAD, Schematic Design, Board Layout, Circuit Repair

## SENIOR IMPLEMENTATION ENGINEER

*Integrien, Irvine, CA / Oct 2007 - Oct 2008*

Assisted the sales team with professional services for fortune 500 companies such as Kaiser, Solectron, Flextronics, Digital Insight, United Online, General Electric and others assessing & analyzing and integrating Integrien's "Alive" predictive monitoring software.

- Developed training courseware for sales employees and clients on the use of the "Alive" software.
- Built a VMware staging and emulation environment of Windows, Linux and Solaris server with hundreds of configured services and business transaction for QA testing of beta software.
- Architected and implemented SharePoint 2007 for internal departmental communication.
- Provided occasional Level-3 support for the customer service department.
- Assisted the development team with design ideas from personal and customer experiences.
- Worked closely with the plug-in adaptor team developing scripts that extract specific metric data for the "Alive" analytics engine.

## SYSTEMS ANALYST

*County of Orange, Santa Ana, CA / Aug 2007 - Oct 2007*

Indirect Contract for the Network Operations center of Orange County to enhanced city wide network monitoring.

- Upgraded several systems alerting systems such as: NetIQ AppManager, AttentionNS and Solarwinds.
- Researched and implemented several smart card and Biometric systems for computers and door access systems.
- Assisted in the implementation of a secure internet environment for OCILJ for the Orange County Sheriffs and local police departments.
- Created an offline Windows 2003 certificate authority server for the OCTILJ.
- Performed third level support for internal customers of Santa Ana.

