TODD MACKINNON

⌂ 1809 Kauffman Ave ▪ Vancouver, WA 98660 ☎ 503.267.1694 ✉ toddmackinnon@msn.com

IT TECHNICIAN

QUALIFICATIONS PROFILE

Dynamic and competent Information Technology professional with proven expertise in File Integrity Monitoring and Compliance Engineer, systems engineering, new software programs implementation, and parallelized distributed applications design. Leverage excellent oral and written communication skills in relating effectively to people at all levels and from diverse backgrounds. Exemplify efficiency in handling extreme pressure without compromising quality of service. Recognized for results-driven performance in environments where functional responsibilities are aligned to business strategies. Thrive in managing and sustaining state-of-the-art technology systems, with reliable management information tools specific to company's business and its market.

CAREER HIGHLIGHTS

- ✓ Replicated complex customer issues in a VMware environment.
- ✓ An experienced Security and Compliance Engineer. (SIEM and FIM)
- ✓ Rendered professional end-user technical support on network, software, and hardware issues; developed configuration recommendations for Oracle, My SQL and SQL and the Apache
- ✓ Recognized for introducing knowledge-base solutions and enhancements as well as "outside-of-the-box" solutions to client issues.
- ✓ Acquired adeptness in debugging Apache Tomcat Web Server and Java subsystems.
- ✓ Efficiently maintained one of the highest customer satisfaction score and successfully resolved highest incident of issues at all Support Issues.
- ✓ Thrived in identifying hidden configurations and executing various efficient "Work A rounds."
- ✓ Supported all English speakers in Mainland Asia for Tripwire Inc. without a backup for 18 Months
- ✓ A natural troubleshooter to identify and replicate the issue in a VMware environment to quickly resolve issues.
- ✓ Designed vendor sources to offer best prices on needed equipment.

PROFESSIONAL EXPERIENCE

Tripwire Inc ▪ Portland, OR

Technical Support Engineer II	09/2012–01/2018

- Worked collaboratively with the Quality Assurance and Development in improving products as well as with enterprise IT departments in tracking root causes of issues and recommended solutions.
- Assisted customers in analyzing and monitoring Active Directory, file Systems, VM Ware, MS SQL, Oracle, MySQL, Routers, Firewalls and other Network Devices.
- Assisted customers in File Integrity Monitoring and Policy Compliance and interpreting the results.
- Recreated customer issues and assisted in creating solutions in a VMware environment to meet customer needs.
- Handled complex clients and technical issues; determined network routing issues through troubleshooting.
- Acquired excellent skills and knowledge in wide variety of Operating systems and troubleshooting skills including Windows 2000, XP, 2003, Vista, 7, 2008, 2012, 8, 10, 2016 Solaris, AIX, HPUX, and Linux.
- Supported Tripwire Enterprise and Tripwire Log Center. (SIEM Solution)

Serena Software ▪ Portland, OR

Technical Specialist III	03/2005–01/2012

- Worked collaboratively with the Quality Assurance and Development in improving products as well as with enterprise IT departments in tracking root causes of issues.
- Acquired excellent skills and knowledge in wide variety of Operating systems and troubleshooting skills including Windows NT, 2000, XP, 2003, Vista, 7, and 2008, Solaris, AIX, HPUX, and Linux.
- Administered Simple Object Access Protocol (SOAP) in navigating operating systems.
- Authored multiple Knowledgebase articles and created technical diagrams.
- Developed resolutions to existing issues through Lightweight Directory Access Protocol (LDAP) and rendered support in troubleshooting Build Issues.
- Played a pivotal role in administering a self-managed team supporting Polytron Version Control System (PVCS) Professional Suite, including PVCS Version Manager and SBM Server.
- Rendered assistance in integrating RICH and SCC integrations in various development environments as well as PVCS Version Manager on Windows, Linux, AIX, HPUX, and Solaris operating systems.361
- Handled complex clients and technical issues; determined network routing issues through troubleshooting.

NW Networking ▪ Portland, OR

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Network Architect	01/2002–Current

- Identified the best and cost effective solution to clients' needs through conducting thorough assessment of the existing technical problems.
- Fully documented and generated diagrams of infrastructure for customers
- Coordinated with telecommunication providers regarding voice and data circuit availability and implementation for clients, as well as with technical contractors and direct project.
- Explored solutions to provide clients with beneficial and affordable problem resolutions.
- Efficiently recorded and discussed complete network topography to clients and facilitate contract bids for clients.
- Maintained constant coordination with information technology sourcing service providers.

Intel Corporation ▪ **Hillsboro, OR**

Systems Engineer	04/2004-12/2004

- Recorded Sarbanes-Oxley (SOX) Controls on various financial applications; created and compiled procedures to maintain Sarbanes Oxley (SOX) activities.
- Drafted standardized report templates for Sarbanes Oxley (SOX) reports for current financial client-server applications for transition to the Operations Department.
- Supervised all facets in handling the first system that achieved 100% Sarbanes Oxley (SOX) compliance.
- Coordinated with the Internal Audit Team to support the identification of methods that is in adherence to Sarbanes Oxley (SOX) Controls.

- Coordinated development of products with the Development Team; assisted sales staff during product demonstrations and product education.
- Provided expert oversight to the installation and configuration of security equipment that includes Cisco Routers, Cisco Pix Firewalls, Juniper, Check Point and WatchGuard Firewalls, Cisco CSS content delivery switches, and Cisco IDS system
- Directed two T1s and a PRI as part of the telecommunications circuit.
- Instituted numerous VAR contacts and defined a script for crises call center.
- Worked with all telecommunication broadband Solutions.

EARLIER CAREER

Solagent Software Corporation Portland, OR

System and Network Engineer	2000–2002

Omtool Legal Systems ▪ Beaverton, OR

**System Administrator	Customer Support Engineer**	1999–2000

University of Phoenix Online ▪ San Francisco, CA ▪ 1997–1999

Technical Support Supervisor	1998–1999
Technical Support Administrator	1997–1998
Technical Support Specialist	1997

EDUCATION AND CREDENTIALS

Coursework in Business Information Systems
University of Phoenix ▪ San Francisco, CA

Electronics Engineering Technician
Coursework in Computer Networking Technologies
Diablo Valley College ▪ Pleasant Hill, CA

TECHNICAL ACUMEN

Lightweight Directory Access Protocol (LDAP) | Apache Tomcat | SSL | Exchange | Microsoft SQL | Oracle
Microsoft Office| Visio | Microsoft Active Directory | Firewalls and Intrusion Detection | File Integrity Monitoring
VMware | Compliance Reporting | RHEL & CentOS | HPUX | AIX | SIEM | vSphere | Disaster Recovery
Enterprise Backup | Software | Solaris | SUSE | MySQL | Equipment Procurement | Bash Scripting
Apace Tomcat | Transmission Control Protocol (TCP) Internet Protocol (IP)
SOAP | LAMP | System Integration | Java | ESXi
Cisco | Juniper Networks | Check Point Software | SonicWall | WatchGuard