

Software Analyst Software Analyst Buellton, CA Authorized to work in the US for any employer Work Experience Software Analyst Federal Contractor - Lompoc, CA August 2017 to Present Software Analyst / Developer making sense of big data for engineers during apace launch operations. Various contracts Self - Santa Barbara County, CA January 2016 to August 2017 Small business and home technical support as needed Point of Sale, user administration, wireless setup, mobility Global Security Organization, Manager Citrix Systems - Goleta, CA March 2012 to January 2016 * Work with global group to ensure computer security and regulatory compliance * Sarbanes Oxley, Payment Card Industry (PCI) and Service Organization Controls (SOC2) * Penetration testing remediation * Stakeholder interviews to determine compliance levels * Worked with internal and external auditors to ensure findings remediation IT System Administrators Manager, Americas * Managed team of 5 Systems Administrators * Coordinated department direction with team in Germany * Responsible for 16 sites worldwide * Aligned with Citrix Systems' corporate initiatives * Helped lead IT Department transition from Subsidiary to Corporate level Compliance Specialist (Contractor) * Lead laptop encryption project * Lead asset database cleanup project * Assisted with NetApp refresh planning * Significant input in evolving IT related policies Director of IT Channel Technologies - Santa Barbara, CA November 2002 to January 2012 * Lead technological effort to consolidate common subsidiary services into single corporate service model resulting in efficiency and cost savings * Directed IT services for 7 companies & 500 employees in 3 states * Managed MIS, DB, Software Development, email/network, Server Admin, Web & Help Desk departments * Annual budgeting, vendor negotiations, communications provisioning, company-wide technology purchasing, Mobile device lifecycle * Worked closely with Senior Management to reach strategic goals: * Migrate & Implement ERP system * Restructure extensive network folder shares and user rights * Develop ISO 9000:2001 documentation for IT Department * Planned desktop refresh initiative for hardware & software * Draft & implement Disaster Recovery Solution * Implemented redundant hardware failover solutions for critical systems IT Security Manager * Managed IT Security for 7 companies in 3 states with DoD contracts * Wrote, implemented & trained employees to Corporate IT Policy * Developed IT Security methods for offsite locations & traveling users *

Worked closely with Sr. Management, HR, and the IT dept. to assess and actively manage potential risks to the organization * Reconfigured network and server topology for enhanced security * Introduced email encryption and encrypted web capabilities * Administered corporate Firewall * Conducted computer use audits with regard to various IT & HR policies IT Tech 3 * Tech support team member responsible for day to day operation of all things technology for 300+ employees * Administered Windows 2000 Pro & XP Pro master replication images * Worked with Sr. Management to gain project approval for improved departmental efficiency in customer support, service and best practices: * Implement Request Tracker Help Desk system for IT Department * Develop and implemented corporate standards for network and server infrastructure, desktop hardware & software * Re-design Web and Email server network topology at no cost for increased security and availability Lead Rollout Tech First American Title - Oakland, CA April 2001 to July 2002 Desktop Rollout Team / Desktop Support * Coordinated 4 person team deploying new desktops throughout 9 Bay Area counties * Created master Windows 2000 Pro image optimized with security patches and pushed to desktops * Deployed and provided support for 90 desktops per month * Refined and upgraded network rack and patch panels on site including HP ProCurve switch installation and configuration * Worked within trouble ticket system to diagnose and repair user, network and server issues * Often called upon by management and peers for software and especially hardware expertise Programmer / Analyst * Customized proprietary installation of Bugzilla bug tracking system for internal software development and user feedback * Authored custom web-based ASP database driven shared regional calendar for employee collaboration on corporate Intranet Webmaster NOCpulse, Inc - Sunnyvale, CA May 2000 to March 2001 * Worked with marketing to produce web presence & marketing strategy * Developed new web sites to coincide with product launches Education Bachelor of Arts in Computers San Jose State University - San Jose, CA 2001 Skills Team Management (10+ years), Department Strategy (10+ years), Customer Service (10+ years) Awards Fang Kuai Award for Exemplary Performance at San Jose State University 2000-04 The intention of this year s Fang Kuai was to recognize 8 students who have exhibited exemplary performance during the 1999-2000 academic year. Of course all of our

students are fab. And a decision is like this is always extremely difficult. Never-the-less, this year we handed out the first 8 awards to undergraduate students that we believe exhibit the best qualities of what it means to be a student of Digital Media Art at the CADRE Laboratory. All of the students receiving the Fang Kuai are:

- 1 Promising artists
- 2 Have demonstrated themselves as exceptional in their studies
- 3 Participate in the CADRE community in ways that demonstrate commitment to the collaborative frameworks CADRE represents in the classroom and in special project endeavors
- 4 Most importantly each of the students has produced significant artistic accomplishment that balance research, technical achievement framed within a strong theoretical context

Ryan Gielow's work shows tremendous insight to the inner workings and cultural implications of contemporary information and network technologies. An example of this is his senior project which talks about the increasing difficulty in finding accurate information on the Internet by examining issues of relevancy. Ryan produces work that is to the point, simple and conceptual coherent. Ryan shows a high level of focus and motivation enabling him to attach difficult technical and conceptual problems. He is an insightful student, who often penetrates through the fuzziness of dialog in class to identify and explore the salient features of particular ideas.

<https://web.archive.org/web/20021021044819/http://cadre.sjsu.edu/fear/awards.html>

Certifications/Licenses FCC Amateur Radio Technician June 2014 to June 2024 KK6NDX - Licensed Technician Class Additional Information Skills

- * Demonstrated results with team management and optimization
- * Cyber Security centric while enabling seamless productivity
- * Success with employee and project management leadership focusing on strong team oriented working relationships
- * Effective communication with BOD, Senior Management, Employees and End Users in road maps, tech speak or plain conversation
- * Fluent in policy authoring, needs forecasting and budgeting
- * SOX, PCI and SOC2 auditing, remediation and management action plans
- * Competent in network topology, TCP/IP, DNS & DHCP
- * Remote accessibility for home office & traveling user, group collaboration, mobile device integration
- * Microsoft: DOS, Win9x, NT, 2000, XP, Vista, 7 & 8; Office, Visio, Project, IIS, SQL, security and compatibility updates and configuration
- * Experienced Windows 2000/3/8, HDD imaging and high traffic FTP server

administration * Experience in BASIC, DOS, ASP, SQL, HTML, JScript, PERL, VB, Visual Studio *
ISO 9001, ERP, Export Compliance, DOD Contract, Environment and Security requirements

Name: Anthony Werner

Email: mitchellwilliam@example.com

Phone: 801.667.1395x01791