

D. Dean Rieck

31R Ballard St. Unit #1 Jamaica Plain, MA 02130 | 206-498-8908 | ddrieck@gmail.com

Employment History

Startup Institute, Boston, MA

Product and Design Track 2013

Creative Communications, University of Washington, Seattle, WA

Senior Computer Specialist 2007 – 2013
Information Systems Student Assistant 2003 – 2007

Experience

Systems Administration and Design

- Administered more than 20 servers running Windows Server 2003, 2008, and Ubuntu Server in physical and virtual environments.
- Implemented open source web-based ticket tracking solution, Request Tracker, for more than 100 users across 12 departments.
- Designed and configured high uptime MySQL and Apache environment for web developer group.
- Implemented open source server monitoring software for automated system and service outage notifications.
- Managed over 150 printers, copiers, kiosks, and scan stations in three campuses across the region.
- Created and administered new domain for over 100 users resulting in savings of more than \$40,000 using knowledge of Windows Server 2003/2008, Active Directory, Group Policy, DNS, and WSUS automated patching.

Web Design and Development

- Maintained Dawg Prints website content hosted on Drupal CMS with MySQL backend.
- Created Managed Print Services website structure and content using Drupal CMS.
- Created and maintained Dawg Prints Alerts, a Wordpress site, to notify campus of system outages.

Program Management

- Sold and implemented software as a service (SaaS) solution of Request Tracker to 12 departments by gathering requirements, providing email process audits, training, configuration, and system and user support.
- Appointed to a team that assessed university-wide document management solutions and vendors.
- Managed and mentored three student employees, assigned tasks and evaluated progress.

Marketing

- Oversaw creation of marketing materials, messaging, website, and automated print installer packages to expand the Dawg Prints service into the primary provider of student copying and printing.
- Developed marketing strategies and implemented design specifications for new university-wide Managed Print Services program.
- Led Creative Communications (C2) Touchpoints team to implement new logo and design for all Creative Communications points of contact.

Customer Support

- Managed Dawg Prints Support help desk team using Request Tracker ticketing system.
- Provided hardware and software support to Dawg Prints servers, stations, and networked printers.
- Provided advanced desktop support for Creative Communications users.

Education

University of Washington <i>Bachelor of Science: Biology, Physiology</i>	Seattle, WA	August 2007
SolutionsIQ <i>Certified ScrumMaster</i>	Seattle, WA	March 2012
UW Professional and Extended Learning <i>Certificate in Web Technology Solutions</i>	Seattle, WA	August 2013