

# Ian S. Hutchings

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Accomplished professional with over 10 years of experience as a systems integrator, data communications analyst, database administrator, support representative, and project manager.

## Major Accomplishments

- Created from scratch, a case management system based in PHP and SQL which enables attorneys to publish case website campaigns and retain clients using automated self-barcoding PDF generator which passes documents to DocuSign for online prospect to client conversion
- Designed, maintained and marketed eBay presence, grossing over \$4.8M annually
- Created search engine optimization (SEO) mini-net matrix utilizing 243 top level domains, resulting in a 1000% increase in traffic over one year period, via Google organic search

## Professional Experience

Meteor Entertainment, Pasadena, CA

Oct 2012 to July 2013

### ***Senior Systems Administrator / Dev Ops Engineer***

Responsible for maintaining the hardware and the software used daily by the developers in the Pasadena studio (Adhesive Games) as well as the infrastructure of the publishing side in the Seattle main office.

- Deployed Bitdefender cloud , a managed Anti-Virus to all Windows and Mac devices
- Deployed Windows Deployment Services, for standardized OS deployments
- Deployed SCCM (System Center 2012 Configuration Manager) 2012 SP1
- Deployed VMWare ESX 5.1 for distributed build systems and internal infrastructure
- Sped up the distributed game (UDK) building system by reconfiguring existing hardware
- Developed interface to display Concurrent User Counts as well as other game stats for display
- Acted as IT catalyst between Seattle and Pasadena office, managing expectations and budgets
- Migrated 3<sup>rd</sup> party hosted exchange to Office 365
- Deploy and Maintain Amazon EC2 instances
- Maintain mixed environment, Server 2008 R2, Server 2012, Ubuntu 12.04, Windows 7, 8, OSX
- Documented new processes using Confluence for department discussion and contribution
- Used Jira to track work, requests, and incidents
- Manage Incredibuild licenses on programmer computers and build servers
- Maintain alerts, alarms, graphs and reports Kaseya Network Monitor (KNM)
- Maintain Perforce (source control) infrastructure and backup systems
- Maintain Veeam backups
- Maintain Mikrotik firewalls and OpenVPN configurations for employees and various vendors

Initiative Legal Group APC, Century City, CA

Oct 2011 to Oct 2012

***Senior Systems Administrator & Web Application Developer / DevOps engineer***

Responsible for supporting client facing production environment, both the hardware and the software as well as developing custom solutions for the firm.

- Created web app enabling retention of over 100,000 new clients; over \$50M in new business
- Connect to 3<sup>rd</sup> party APIs including Docusign and Facebook
- Create live metric reports for statistical analysis of campaigns, projections and demographics
- Create batch scripts, Powershell scripts, PHP scripts, SQL reports and VB.net apps on the fly
- Created barcoding system for tracking client documents
- Support a mixed Linux and Windows environment, Apache & IIS
- Maintain detailed documentation of day to day activities, both for upper management and team
- Serve as mentor to junior IT staff and other developers, always teaching and sharing knowledge
- Participate in weekly SCRUM development sprints in ScrumMaster role
- Point of escalation for end user support, application, hardware and network issues

Upon my arrival, the firm had been using old technology housed on old defect prone hardware. To resolve this, I rebuilt the infrastructure and maintained it daily:

VMWare Hypervisors 5.0 ESXi	Windows Deployment Services (WDS)
Microsoft RDP Gateway with VDI	Symantec Backup Exec 2010
Zabbix monitoring system (Linux)	Microsoft Sharepoint 2010 server
Microsoft Lync 2010 Servers	MS Threat Management Gateway (TMG)
Exchange Server 2010 Servers	Sonicwall Firewalls
Dell PowerEdge servers	Dell PowerVault iSCSi SANs

Dell INC for WellPoint, Thousand Oaks, CA

Jan 2009 to Oct 2011

***Lead Desk-Side Support Analyst***

Responsible for supporting over 1500 users, and 500 executives on site on the WellPoint / Blue Cross account in the Thousand Oaks offices.

- Created scripts to automate manual tasks; Reduced room for error (<http://iansbatchscripts.wordpress.com>)
- Created solution for Conficker Worm removal from over 100,000 workstations and servers
- Mentored and provided point of escalation for junior level analysts and management
- Imaged and deployed 50+ new computers daily, created automated user data migration scripts
- Increased team productivity 800%; created scripts, built Windows Deployment Services Server
- Created a network scanning script to find computers which needed to be upgraded
- Developed system to ensure all assets are within HIPAA guidelines prior to deployment
- Install and troubleshoot software; create software packages
- Develop relationships with vendors and other enterprise groups to maximize team efficiency
- Technical primary point of contact for WellPoint's CEO of Consumer Business, Brian Sassi
- Certified to repair Dell hardware: Laptops, Desktops, Servers, Switches, Printers

Challenge Motorsports, Canoga Park, CA

Jan 2003 to Jan 2009

***Senior Systems Engineer***

DBA: L.A. Wheel and Tire (<http://LAwheel.com>). Reported directly to the CEO since startup until the core company was sold. Provided support, planned, and coordinated for critical requirements, including:

Network Administration, Product Testing, Vendor Relations, Project Management, and E-commerce.

- Built from scratch, eBay presence, over \$4.8M in annual sales from eBay:(<http://LAwheel.net>)
- Implemented expert level search engine optimization (SEO) strategies
- Created PHP / SQL front end for eBay template generation, connected to inventory system
- Oversaw marketing department: Photographers, Web Designers, and Web Developers.
- Hired, trained, and managed team of four analysts ;Created unique hiring process
- Integrated inventory system with shipping, accounting, and CRM systems
- Managed servers, Apache, Samba, and Windows Server 2008: Exchange, Blackberry Enterprise Server, DNS, DHCP, Active Directory, and Windows Deployment Services
- Maintained VMWare infrastructure, and mixed Linux and Windows Environment
- Deployed systems to vendor locations to integrate our barcodes into their manufacturing process
- Used Splunk for instant reporting of Firewall events, and honeypot traffic
- Designed, planned and implemented CRM integration
- Negotiated vendor contracts, created accounting audit process for vendors

**Core Competencies**

***Operating Systems:*** Windows 2000 to Windows 8, Windows Server 2000 to 2012, Ubuntu, Red Hat

***Hardware:*** Laptops, Servers, Switches, LAN & WAN Routers, Raid, Networks, NAS, SAN

***Security:*** Monitoring, Firewalls, Advanced routing, Backtrack, Smooth Wall, Sonicwall, Nmap, Zabbix, Kaseya, Splunk, Symantec Antivirus, BitDefender, NOD32

***Virtualization:*** VMWare ESX 4, VMWare ESXi 5.0 and 5.1, VMWare vCenter, Microsoft Hyper V

***Misc Software:*** Microsoft Office, Adobe Photoshop, Dreamweaver, AutoCAD, Lawbase

***Database:*** MSSQL 2008 R2, MySQL, MS Access

***Languages:*** Powershell, HTML, PHP, Batch ( windows cmd ), Bash, VB .NET

**Education**

Pierce Community College, Woodland Hills, CA 2009

El Camino Real High School, Woodland Hills, CA 2005

**Interests**

Music (Electronic, Classical, Rock), Technology, Robotics, Video games