

DON SHERIDAN

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PROFESSIONAL SUMMARY

Experienced IT Administrator and Web Developer with a strong background in technology and customer service. I've over 10 years of diverse experience working on systems and as a technology related problem solver. I have exceptional troubleshooting, excellent analytical ability, and clear and concise communication skills which I feel make me a highly useful and adaptable resource for any organization.

TECHNICAL EXPERIENCE

1. **Front End** - HTML5 and CSS3. Twitter Bootstrap. jQuery (Core, UI).
2. **Linux** - Ubuntu 15.04, Vagrant, ssh, git, iptables, ufw, crontab, rdiff, rsync, backuppc, software RAID, nfs, samba / centrifys express, psad / fwswort, nmap, postfix, logwatch.
3. **Apache** – v2.4, vhosts, mod_php, php-fpm, mod_security, mod_evasive, mod_pagespeed, mod_rewrite, apache2-utils (.htpasswd), .htaccess, mod_ssl / ssl certs / https.
4. **MySQL** - v5.6, MySQL Workbench. Mysqlshow, Mysqladmin, InnoDB, MyISAM, CRUD Operations.
5. **PHP** – v5.6, Composer(Autoloading), OOP (SOLID, DRY, Encapsulation), PHPStorm 9, xDebug, php hardening, phpsecinfo, Exceptions, PSR Coding Standards. JSON, YAML.
6. **Platforms** - AWS – VPC, EC2, Route 53, RDS, AMI
- Linux (Ubuntu, CentOS, FreeBSD).
- Windows Server 2008x64, 2008x32, 2003, and 2000.
- Windows 10, 8.1, 8, 7x64, 7x32, Vista, XP, 2000, 98, DOS,
7. **Digital Marketing / SEM / SEO** - Google Webmaster Tools / Search Console, Google Analytics, Google Adwords (PPC) / Keyword Planner, SemRush, and Admall.com. On-Page Optimization, Keyword Research, Competitor Analysis, Backlinking.

EMPLOYMENT HISTORY

IT Administrator / Web Developer:

Sept 12 – Present

Align General Insurance Agency, San Diego, California.

- Administering / Troubleshooting the computer systems and network for a medium sized company of 70 people with multiple office locations and numerous remote users.
- Linux and Windows virtual server administration,
- Refactoring and maintaining the company website.
- VoIP Phone System, Office 365 Email System, .Net / SQL Server IMS insurance application.

IT Administrator / Systems Analyst:

Aug 07 – Aug 12

Financial Aid Dept., San Diego State University, San Diego, California.

- Maintaining and running PL/SQL scripts for Financial Aid and Scholarship data processing in collaboration with Senior Financial Aid Counsellors and Management. Using PL/SQL packages, procedures, functions and Oracle Forms.
- Programmer responsible for CBRs Campus Billable and Receivable System, Fee Deferment processing, Waiver Subsidy processing, and NSLDS Quality Control and Transaction Monitoring systems.
- Responsible for Systems Administration, Network Security, and Desktop Support / Training.

IT Administrator:

Oct 03 – July 07

School of Nursing, University of San Diego, San Diego, California.

- Oversaw all IT services essential for the operation of the School Of Nursing, troubleshooting many diverse topics (covering area's such as Oracle applications, VAX mainframe technology, Windows and Mac Applications, Network Connectivity Issues, Web and Email Accounts, Servers, Wireless and Telecommunication issues, and Printing) while resolving problems on initial contact over 90% of the time.

EPOS Applications Analyst

October 02 – October 03

Celtech Software International LTD, Dublin, Ireland.

- Assisting Client Services in Project Management, Product Delivery, Client Relationship Management, and Change Control Management. Moving change controls through all stages of the resolution cycle from issue escalation to resolution delivery. Resolving data integrity issues and irregularities in reconciliation of data as they arise across a large distributed system in real time.

Worldwide Purchasing Applications Analyst:

September 00 – September 02

CNH ITC, Navan, Ireland.

- Developing worldwide purchasing applications used to enable all stages of the purchasing supply chain for a multinational firm. Ensuring the smooth transition to updated systems while ensuring data integrity and minimum disruption of the business cycle.

EDUCATION

1. 1999 - 2000 Master's Degree in Information Technology.

National University of Ireland Maynooth.

2. 1995 - 1999 B.Sc. in Management.

Trinity College Dublin.

3. 1995 - 1999 Advanced Diploma in Marketing Techniques.

Dublin Institute of Technology.