Brad West

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EXPERIENCE

Iglu — Chiang Mai, Thailand — *Web Developer*

March 2014 - March 2016

As a web developer I mostly built custom WordPress themes. Some projects were simple brochure sites with little complexity but others were large projects with custom post types, custom taxonomies, and other such custom requirements. In most cases these themes were built using Gulp (for Sass processing, browser refresh, and various other tasks), and were version controlled with Git.

I also did the server setups. Most clients already had their domains registered but if it wasn't, I'd register the domain, setup the DNS, setup the server, and install WordPress.

Telos Corporation — Oceanside, California — *AMHS Technician*

August 2007 - October 2008

I supported Marine Corps Installations West during the transition from Defense Message Dissemination System (DMDS) to Automated Message Handling System (AMHS). I managed the AMHS system with a team of 15 Marines delivering 70,000+ messages monthly for over 250 organizations.

Integra Telecom — Portland, Oregon — *Technical Support*

August 2007 - October 2008

I served as technical support for this medium sized telephone company during the acquisition of Electric Lightwave Inc. Supported 1,000+ users via phone, email, and remote access. Supported a Windows Active Directory network running Windows XP desktops. Created and monitored trouble tickets with HEAT ticketing system. Supported users in Citrix environment.

TEKsystems — Portland, Oregon — *Technical Support*

May 2005 - April 2006

I served as contract technical support for Portland Public Schools and Standard Insurance Company. Supported 3,000+ users via phone, email, and remote access. Supported Novell Network running Windows 2000 desktops and Novell GroupWise mail client as well as a Windows Active Directory network running Windows XP desktops. Created and monitored trouble tickets with Grouplink & Remedy ticketing systems. Supported users in Citrix

environment.

Omega — Kaneohe Bay, Hawaii — *Network Administrator*

March 2004 - July 2004

I managed classified server farm for Kaneohe Bay Marine Corps Base. Monitored network services including file servers and email systems. Diagnosed and repaired problems on aging server farm. Managed both Exchange and NT user accounts. Managed disaster recovery with NT and Veritas backup systems. Created and monitored trouble tickets using Remedy software. Supported customers via remote access programs such as SMS and DameWare.

Computer Sciences Corporation — Kaneohe Bay, Hawaii — *DMS Technician*

October 2002 - March 2004

Assisted Defense Messaging System (DMS) administrators for all units based in Hawaii and provided training on new software releases. Created manual for non-technical users and trained students on DMS applications. Helped create a plan for supporting the DMS system during the Navy/Marine Corps Intranet (NMCI) transition. Assisted in the design, testing, and implementation of a tactical version of DMS. Frequently traveled to support other team members and assist with tactical systems, new developments, and administrator training.

United States Marine Corps — *Small Computer Systems Specialist (4066)*

May 2005 - April 2006

Managed server farms and provided support to networks ranging from 500-1500+ users. This included installation and maintenance of Microsoft Exchange servers, Management Workstation Servers (HP-UX), and Directory Service Agents (UNIX based Active Directory). Served as Help Desk and PC support technician, supporting customers via phone and email as well as on-site. Also built various test networks to train junior Marines in proper administration procedures.

EDUCATION

Payap University — Chiang Mai, Thailand

2009 - 2011, 2013-2014

Hospitality Management, Communications, Computer Information Systems

Ramkhamhaeng University — Bangkok, Thailand

2011 - 2012

Mass Communications

Navy Fleet Training Center — Norfolk, Virginia

2001

Defense Message System Administrator Course

Marine Corps Communication Electronics School — 29 Palms, California

2000

UNIX Systems Administrator Course

Marine Corps Communication Electronics School — 29 Palms, California

1999

Small Computer Systems Specialist Course (MOS: 4066)

PROJECTS

Jekyll Weekly — Newsletter — *jekyllweekly.com*

A weekly curated newsletter for Jekyll, the static website generator.