

MICHAEL G. COLLETTI

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(845) 679-4892

SUMMARY OF QUALIFICATIONS

- **Thirteen** years of solid **UNIX, Networking**, and client-server experience.
- **IBM Certified (AIX System Support Specialist)**
- **IBM eServer Certified Specialist pSeries AIX System Administration (12/2004)**
- **Microsoft Certified (MCP 1998)**
- Excellent communication skills with technical wizardry, leadership, and efficacy.
- Creative idea generator with a *proven* record of system analysis, innovation, and implementation
- **ERP (SAP), CRM (Siebel), and Web** experience.

OPERATING SYSTEMS, DATABASES, APPLICATIONS, AND PROTOCOLS

- **UNIX: AIX 4.3-5.2, Solaris 2.X-9, Linux**(Red Hat, Slackware)
- **SAP R/3 2.X-4.X Basis** Support
- **Siebel Call Center/Marketing: 7.0.4 (AIX/Win2K)**
- **Web: WebSphere, LDAP, Apache, IHS, CGI** scripts, PHP, FrontPage
- **RDBMS: DB2 2.2-UDB, 6.1-7.2 EE Sybase 11.1, Oracle 8i, MySQL**
- **Storage/SAN: IBM ESS (Shark), SSA, NFS, AFS, DFS, GPFS, LVM**
- **Lotus:** Notes, LEI and DECS installation, with server admin
- **Networking: DNS** support on Solaris and AIX platforms **TCP/IP** (includes troubleshooting), , X.25, **SNMP**, and **RMON**
- **Windows/Novell:** Windows Server 2003,W2K, NT, Novell 3.12

PROGRAMMING SHELLS

- **Shells:** Korn, Bash, Bourne, and C
- **Scripting:** Korn and Perl

ERP, CRM , APPLICATION SUPPORT AND SYSTEM DEVELOPMENT

- **Siebel Call Center:** 7.0.4-7.0.5x on AIX 4.3.3-5.1, EAI, EIM, Customized scripts and automation for Siebel Admin in a highly distributed UNIX/Intel environment.
- **SAP R/3 Basis Support (2.2-4.6B)** Topcall 2.x-3.x, Intercope FaxPlus, OSS/SapNet
- **Actuate (Version 4-5):** Administration on AIX platform. Automation/Troubleshoot
- **Web Servers:** IHS, Apache, Netscape Fastrack and Enterprise Servers, NCSA 1.X, Phhttp, *Other:* Gopher 2.x, POP server support, Mercury SMTP, Wais, Isite Z39.50, X and Web Chat servers, Excite and script search engines, Netra admin servers, Solstice Firewall
- **Monitoring specialties:** IBM NetView6000, SystemView 6000, NWAYS Campus Manager (for LAN and ATM, including PSM Subsystem and LNM), Traffix, GSC6000, NetView/TME 1.X for NT 4.0, Tivoli, NotesView (Notes Monitoring) TRENDSnmp, LanSentry, Optivity 8.X, Compaq Insight Manager, RMON SNMP. Specialize in monitoring application integration.

EXPERIENCE

July 2001 – March 2004 IBM Global Services, Poughkeepsie, New York

Consultant: Siebel Administrator: Sr. AIX Consultant/Siebel Admin

- **Infrastructure Architect**
- **Siebel 6.2.1-7.04 Call Center (AIX) Troubleshooting, Customization, Automation**
- **Actuate Version (4-5) Administration**
- AIX/UNIX/DB2 consultation, training and performance tuning.
- Development and Implementation of customized scripts and tools

July 2000 – July 2001 IBM Global Services, Poughkeepsie, New York

Consultant: SAP Basis Administrator: SAP Deployment for IBM Global Finance

Consultant: Sr. AIX Consultant/Basis Admin

- **SAP R/3 Basis** support. 3.x-4
- **IBM Content Manager and CommonStore support**
- **Intercope FaxPlus** integration and support
- AIX/UNIX/DB2 consultation, training and performance tuning.
- Implementation of development and production DB2 databases
- WebSphere and Apache 1.3.6

April 2000 – June 2000 Freetradezone.com/PartMiner.com, New York, New York

Consultant: Sr. AIX Consultant/DB2 DBA

- AIX/UNIX/DB2 consultation, training and performance tuning.
- Implementation of development and production DB2 databases
- WebSphere and Apache 1.3.6

1998 - Aug 1999 IBM Global Services, Poughkeepsie, New York

Consultant: SAP Basis Administrator: SAP Deployment for IBM's Worldwide Procurement

- **SAP R/3 Basis** support.
- SAP GUI support and tools.
- AIX Troubleshooting training.

EDUCATION

1985-1989 State University of New York College at Purchase

Bachelor of Arts in Sociology, Graduated with Honors.

1989-1990 State University of New York College at Purchase

SUNY-Purchase Music Conservatory: Major in Studio production (classical theory, jazz composition, and solfege)

MEMBERSHIPS & PUBLICATIONS

Member of the Independent Computer Consultants Association

Member of the Software Contractors Guild

Toward a Political Economy of the New Class, thesis, State University of New York College at Purchase, 1989.

Opening the Electronic Doorway, New York State Department of Library Development and the Mid-Hudson Library System, Technical Consultant, 1994.