

Christopher Black

chris@cjbonline.org

Education

BS in Management Information Systems, May 2004, Iowa State University, Ames, Iowa.
Cisco Certified Network Associate, Feb 2005
Oracle Administrator Workshop, Jan 2008

Technical Proficiencies

Operating Systems: Linux, Windows (All versions), Macintosh OSX.
Programming Languages: PHP, SQL, HTML, Coldfusion, Java, C++, COBOL.
Server Software: Apache (SSL), MySQL, Oracle, sendmail (SMTP-Auth), DNS, DHCP, NFS, samaba, SVN.
Networking: TCP/IP, SSH, VPN, Ethernet, Wireless, Cisco Firewalls and Routers.

Experience

Systems & Business Support Engineer, WebReach, Newport Beach, CA June 2006 – Present.

Systems Administrator, WebReach, Newport Beach, CA June 2004 – June 2007.

- HL7 message transformation and creation for integration with GE Centricity, ADT, etc.
- Create technical specifications, mock ups and deliverables of new software to clients.
- Created and presented on-site and remote software training materials.
- Coldfusion/PHP with Oracle/MySQL business operations web development and management reporting software.
- Support users in Europe and the US.
- Assist DBA with day to day management of MySQL and Oracle databases.
- Assist the network administrator with day to day management of Cisco network devices.
- Work directly with customers to assist in data retrieval and data modeling using PL/SQL.
- Planned, coded and deployed Helpdesk ticketing system with management statistics, decreasing average ticket response time from 1 hour to 10 minutes.
- Managed the daily software build and deploy process for the development and QA team.
- Worked with a team to maintain the 24 hour availability of our 40 Unix production, staging, training and development servers.

Linux Systems Administrator, Krell Institute, Ames, Iowa, August 2001 – June 2004.

- Install, secure and maintain Unix and Windows servers including: Web, E-mail, CVS, DNS, Streaming Video, and DHCP.
- Install, maintain, and trouble shoot software/hardware for users.
- PHP with MySQL/Sybase web development.
- Manage new hardware/software purchases plans, \$100,000 per annum budget,
- Develop and implement security policies.
- Plan and preform major system upgrades.
- Create and maintain technical documentation, FAQ and solutions.
- Integrated backup solutions for all clients and servers, using Veritas backup solutions.

Systems Administrator, North Polk Community Schools, Alleman, Iowa, September 1997 - September 2003

- Install, secure, and maintain: 4 Windows 2000 servers, 10 Redhat Linux servers.
- Install, maintain, and trouble shoot 400 Mac OSX and 20 Linux desktops over three campuses .
- Coordinated efforts for future purchase plans, systems upgrades and repairs.
- Advise the school technology director for new hardware/software upgrades, \$50,000 per annum budget
- Advise and implement security policies.

Eagle Bound Director, Mitigwa Boy Scout Camp, Boone, Iowa, May 2000 - June 2001

- Prepared a teaching plan for youth ranging in ages 11 to 13.
- Taught a two day, twice a week course in the basics of scouting, camping, cooking, and first aid.
- Supervised two staff members and assisted scoutmasters in taking the skills back to the troop.
- Planned, organized and coordinated efforts of 10 staff members for Eagle Bound Olympics.

Honors and Activities

- Eagle Scout, Boy Scout Troop #89.
- Brotherhood Member, Order of the Arrow, Mitigwa Lodge #450. Earned Lodge Service Award.