

# MICHAEL ELKINS

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## IT INFRASTRUCTURE ARCHITECT / CONSULTANT SENIOR PROJECT MANAGER / INFORMATION TECHNOLOGIES ADMINISTRATOR

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### PROFILE

Innovative, solutions-driven IT Leader with over 25 years industry experience, the last 15 years directing end-to-end technology operations. Manage the planning, architecture, design, development, deployment and management of enterprise-level mission-critical LAN/WAN/VPN topologies, connectivity, Web services, and communication systems, as well as client/server & Web applications in multi-server Windows, UNIX and Linux environments.

- Solid project management background, guiding large-scale system infrastructure implementations, upgrades and migrations to improve platform stability, availability, scalability and security.
- Apply broad strategic, technical and analytical skills to help organizations cost-effectively transform key business objectives into robust technology solutions.
- Leverage talents in system management, software development and staff leadership to effectively manage organizational change, mitigate risk, infuse new ideas, and consistently deliver results that exceed expectations.
- Unique ability to communicate complex technical concepts in simple, understandable ways to achieve management, staff and client buy-in on decisions and recommendations.

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### CORE COMPETENCIES

- Technical Operations Management
- Strategic Technology Planning
- Technology Acquisition & Deployment
- Microsoft Certified Systems Engineer (**MCSE: +Security Certification on Windows 2003 Svr**)
- Full Cycle Project Planning & Execution
- Systems Integration
- Disaster Recovery Planning

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### TECHNICAL SKILLS

<b>Platforms/OS:</b>	Windows 2016, 2012 (R2), 2008 Server and Small Business Server, XP, UNIX (Solaris, Linux, HP-UX, AIX)
<b>Hardware:</b>	Build, troubleshoot and repair all types of computer hardware, servers and peripherals.
<b>Network:</b>	Web Servers, DHCP, DNS, SMTP, FTP, TCP/IP, Router, Juniper/Netscreen, SonicWall, CheckPoint & Fortinet Firewall, Ubiquity Unifi
<b>Languages:</b>	C, C++, Perl, Shell, Visual Basic, VBA, xBase, SQL, HTML, CGI
<b>Communications:</b>	Exchange 2007, 2010, Intermedia VOIP

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### PROFESSIONAL EXPERIENCE

**MTENet.**, Oceanside, CA

**2004 – Present**

*Contract IT service and infrastructure provider for small companies with up to 400 users.*

#### **Information Technologies Consultant / Contractor**

Manage and contribute to the planning, design, deployment and remote maintenance of robust and secure Windows Server, Solaris and Linux-based LAN/WAN/VPN infrastructure solutions for local San Diego clients, including Bob Baker Auto Group, Imcor Pharmaceuticals, CONNECT, Chimerix Inc., Akonix Systems, Hillel of San Diego, Melrose Law Center, Alpha Tax and Essential Business Systems.

- Lead full lifecycle client technology projects, stabilizing server environments while hardening system security.
- Drive disaster recovery planning, while incorporating automated backup and anti-virus/anti-spam protection into all client network architecture.

#### **Key Accomplishments:**

- Engineered a 5-server Windows/Exchange, Linux edge and Solaris-based central office, providing remote email hosting services (POP3, Outlook) for smaller clients. Also host email and network resolution (DNS) for 8 internet domains.
- Leverage buying power to provide clients with cost-effective hardware & software acquisition services to maximize ROI.
- At Akonix deployed and implemented Track-IT problem reporting and incident tracking system.

- Led the planning and upgrade of Imcor's legacy/Exchange 5.5 system to a completely redesigned 6-server, secure and scalable FDA-compliant Windows 2003/Exchange 2003/Linux infrastructure, supporting drug development & manufacturing processes.
- Constructed Imcor's Active Directory-based Intranet (FrontPage and Exchange) featuring customized OWA email solutions. Provided central access to important company documents, news and communications.
- Built many first-time network environments for clients with stand-alone computer systems, efficiently maintaining secure, high-availability infrastructure for business-critical operations.

**Environment:** Windows Server, Exchange, Sun Solaris, Linux Server, VPN IPSEC, Veritas, Trend Micro, Fortinet Firewall

**IT Support Pros**, San Diego, CA

**2007 – 2008**

*Contract IT service and infrastructure provider for companies throughout San Diego and Orange Counties.*

**Vice President of Technical Services**

Manage all aspects of the technical division of Excedeo. Mentor and train 11 engineers at all levels of experience and provide escalation support for the toughest challenges encountered by our many clients. Plan and architect infrastructure designs to client specifications and best practices requirements.

- Lead full lifecycle client technology projects, stabilizing server environments while hardening system security.
- Raised average customer satisfaction from 6.5 to a 9.5 out of 10 across the board.

**Environment:** Windows 2003/2008 Server and Small Business Server, Exchange 2003, Sun Solaris, Linux Server, VPN IPSEC, Symantec Backup Exec, Trend Micro, Juniper and SonicWall Firewalls

**Digital Gene Technologies, Inc.**, La Jolla, CA

**1998 – 2004**

*Genetic Research Company providing genetic profiles of cell samples for large pharmaceutical and academic clients.*

**Information Technologies Director**

Headed the planning and management of the secure/high-availability NT, Windows 2000 & Solaris-based WAN, featuring frame relay and T-1 connectivity. Drove disaster recovery planning, and managed the acquisition, deployment and upgrade of scalable network hardware, software and communication systems, supporting rapid company growth from 30 to 300 users over a 2-year period. Managed a staff of 4. Reported to the CFO.

**Key Accomplishments:**

- Successfully maintained 99% uptime for all mission-critical and production servers & systems.
- Leveraged deep understanding of network technology to effectively apply computers to genomic research, acting as primary contact with scientists at remote client sites. Incorporated positive client comments into highly effective DGT marketing/promotional materials, instrumental in expanding client base.
- Developed project plan and executive presentation to smoothly replace & upgrade the existing legacy infrastructure (Visio, MS Project, Excel and PowerPoint). Completed cut-over in only 3-days, while maintaining uninterrupted mission-critical manufacturing operations.
- Planned and executed a major infrastructure upgrade to support the company relocation, including the build-out of a 15-rack data center and all building wiring/cabling.
- Among 6 core staff surviving numerous post-9/11 layoffs; retained through business closure.
- Hired originally as a contract Perl Programmer to develop a web portal allowing secure remote access to genomic expressions of client tissue samples. Following innovative recommendations to effectively stabilize the network and server environment, offered position as IS Manager.

**Environment:** Windows NT/2000, Sun Solaris, Frame Relay, T-1, Visio, MS Project, Excel, PowerPoint, Perl

**V-Systems, Inc.**, San Juan Capistrano, CA

**1993 – 1998**

*Provided custom integration services to key VSI-FAX VARs and fortune 500 customers, including the Department of Justice, GTE, Zale Corporation, Unidirect and Oracle.*

**Professional Services Engineer** (1997 – 1998)

Led large-scale VSI-FAX system integration projects in UNIX and Windows server environments. Heavy travel.

**Key Accomplishments:**

- Managed large computer and Sun-based network upgrade project for the Department of Justice. System developed is still in use today.

- Integrated and interfaced Zale Corporation's fax broadcast system and mainframe system, written in Perl5, C and shell.
- Developed gateways (C++ & VBA) on both Windows 95 client and UNIX & NT server platforms.
- Wrote Office 97 VBA macros, DDE & OLE, using Visual C++ to seamlessly integrate disparate products.

#### **Information Systems Director** (1995 – 1997)

Planned, implemented and managed the 16-server/40-PC UNIX and NT-based corporate network, administering all Internet Web, News and FTP servers and network security. Assisted large VARs and customers to integrate new V-System products into existing applications. Also provided pre-sales support for large prospective customers (Zales and the Department of Justice). Hired, trained and managed 2 system administrators.

#### **Key Accomplishments:**

- Customized TCP Wrapper applications to enhance security and provide limited remote access for telecommuting employees.
- Designed the corporate Web page (HTML and Perl), and wrote numerous CGI scripts to handle forms and create database interfaces.

#### **Director of R&D** (1993 – 1995)

Headed the development of major client/server software and Web (FTP and email) technologies, driving version upgrades, and launching the first-ever Internet presence to enhance market exposure, as the Web evolved into an indispensable global marketing channel. Supervised a team of 5 programmers and 2 quality assurance testers.

#### **Key Accomplishments:**

- Planned and managed the design, development and commercial launch of the 2.1 version of VSI-FAX, a UNIX-based Fax server written in C and C++. Ported VSI-FAX source to 14 UNIX platforms. Designed TCP/IP client/server version of VSI-FAX Gold 3.0. Product became the top selling Fax Server for UNIX.

**Environment:** C++, C, UNIX, TCP/IP, FTP, Routers, Hubs, Firewalls

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### **PRIOR EXPERIENCE**

***Pre – 1993***

***IHS Associates***, Oceanside, CA

**Contract Programmer/Consultant** (C, 4GL, Business Basic, SCO UNIX, IBM AIX, HP-UX)

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***MTE Associates***, Carlsbad, CA

**Chief Information Officer**

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***Essential Software***, NJ

**Senior Software Engineer**

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***USMC / MCAS***, El Toro, CA 1974-1985

**Systems Programmer**

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### **EDUCATION & TRAINING**

CED Solutions Advanced Microsoft Training (Leading to MCSE:Security and CompTIA Security+, 2006)

Advanced Web Development and Security, 1993

AT&T Advanced C Programming and UNIX Internals, 1985

National University, San Marcos, Bachelors Degree program in Computer Science, 1983

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