

Tom Harrison

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Marketing

Google Adwords
Google Analytics
Social Networks
Corporate Blogging
Salesforce
SEO

Operating Systems

VMWare ESX 3.5
Windows XP
Server 2003
Server 2008
Mac OS X
OS X Server
Linux
Solaris
Cisco IOS

Infrastructure

Active Directory
Exchange
Sharepoint
Apache
MySQL

Network Technologies

TCP/IP & UDP
WAN Technologies
Wireless LANs
VPNs, IPsec
Load Balancing
Routing
DNS
SMTP
DHCP
SNMP
NAT
VLANs
VOIP

Storage Technologies

RAID Systems
SAN
NAS
iSCSI
NFS
CIFS

OBJECTIVE

I am looking to leverage my engineering and/or Internet marketing skills in a part time or contract position. I have a strong technical background, exceptional troubleshooting skills and the ability to effectively communicate ideas and solutions to everyone from the customer to the CEO.

WORK EXPERIENCE

Systems Engineer

6/2008 - 2/2009 **Abreivity Inc.**, Cupertino, CA (Enterprise Data Classification Software)

- Responsible for Adwords campaign management, Search Engine Optimization, Google Jumpstart Program.
- Emulated customer environments and storage systems for testing and product development.
- Mastered concepts and products in the industry that surrounds unstructured data and data classification.
- Implemented multi site infrastructure for Microsoft networking services with VPN access via VMWare ESX 3.5. Supported corporate users network access.
- Excelled in a high-paced startup environment where wearing many "hats" was required.

IT Contractor

8/2005 – 6/2008 **Tom Harrison Consulting**, Los Gatos, CA

- Served as both primary and backup IT professional for several small companies.
- Provided Windows desktop and server management, Active Directory, Exchange, end-user support, Linux administration, OS X administration, Firewalls, WANs, Wireless LANs, VPN Technologies and more.
- Responsible for datacenter build out and maintenance, web hosting, off-site server management, and network availability, monitoring and notification systems.
- Considerable on-site client interaction and thorough IT system documentation with Visio.

Sr. Network Technician

11/2004 - 8/2005 **The GDR Group**, Campbell, CA (IT Contracting)

- Single point of contact for clients all over the SF Bay Area.
- Maintained Microsoft Exchange, Windows Servers and Desktops, Firewalls and Internet connectivity.
- Planned and implemented projects for SMB clients needing new equipment, data migration, system upgrades, location moves and any other IT related tasks

NOC Engineer, Instructor

6/2004 - 8/2004 **Terracom S.A.R.L.**, Kigali, Rwanda, Africa (Internship at Rwandan Internet Provider)

- Worked at Terracom and government offices to help improve local network infrastructure and security.
- VoIP, Video Streaming, Internet Caching, Wireless Broadband, PON Fiber Access, Satellite Internet.

Branch Manager

2/2001 - 9/2002 **DSL Designs**, Los Gatos, CA (Internet Service Provider)

- Managed servers, routers, infrastructure upgrades and the customer support department.

Contracted Network Engineer

9/1999 - 1/2008 **Cybermanor LLC**, Los Gatos, CA (High End Digital Homes)

- Planned and installed advanced home networks for key clients. Point of contact for maintenance.
- Built and maintained client relationships via telephone, e-mail, and within their homes.

EDUCATION

5/2008 **San Jose State University**, San Jose, CA

- Bachelor's Degree in Business Administration, concentration in Marketing.
- My electives included coursework in data mining and Internet marketing.

Excellent references are available upon request.