|  |  |
| --- | --- |
| **Andrew K Beaudoin** | **15195 Maxwell Place, Denver, CO 80239** |
| **Home: 303-317-6650 – Cell: 303-909-7836** | **andrew.k.beaudoin@gmail.com** |

 **Technical Skills and Expertise**

**Hardware and operating systems:** Windows 3.x through Windows 7 (Including Windows 2000 and 2003 server), Mac OS 8.5 through 10.7.x, General PC hardware, Macintosh, Cisco 2000 series, Tranzeo Wireless 900mhz, Linux kernels 1.3 through 3.4.x; Distributions: Slackware, Linux from Scratch, Gentoo, Debian, Mandrake, CentOS (5.x-6.2) Red Hat related, Ubuntu 5.x through 12.10 current.

**Programming languages (Current):** Python, PHP, BASH shell scripting, C, C++, Delphi, Lua. Related versioning systems: CVS, Subversion.

**Networking experience:** TCP/IP programming, TCP/IP usage, ICMP, DNS (bind), DHCP (isc and other variants, BGP (Linux), DS1/DS3/Trunk, VPNs (pptpd), iSCSI (ietd/iscsitarget), iptables/ipchains, IPv6, Ethernet and Cat5/Cat6 (wiring and deployment), 802.11a/b/g (also at 900mhz), Routing and remote access, IP usage and connectivity monitoring.

**Network Application Experience:** HTTP (IIS and Apache), SMTP (exim, postfix, Outlook 2003 server), RSYNC, NFS, POP3/IMAP, and others.

**Other skills:** MySQL (4.0-5.x), Customer support, HTML, XML, VoIP and Asterisk PBX, Ticketing systems (Vantive/Remedy), Altiris remote administration, Configuration tools (Webmin/Usermin/Linuxconf), Virtualization with VMWare, Oracle VirtualBox and Hyper-V

**Career Experience**

**1/2009 – Present – Independent Consulting, Denver CO**

* Installed wired and wireless networks for clients, diagnosed and resolved dozens of different issues with PCs and Macs including hardware failure, virus infection, and resolving networking issues. Built new systems and installed operating systems including Windows and Linux versions. Built other servers based on Windows and Linux.
* Installed and maintained Apache web server on a commercial VPS. Installed and maintained MySQL on same installation.
* Recovered data for multiple clients with hard drives failing SMART or other problems. Recovered RAID arrays with multiple failed disks through cloning, recovered RAID arrays with lost superblocks, etc. Also built many RAID arrays, including RAID 5 and 6 arrays with as many as 20 disks involved.
* Developed iSCSI servers using ietd and iscsitarget. Assisted in implementing a SAN for said iSCSI servers.
* Assisted with deployment and maintenance of an ESXi server and implemented a virtual SAN for it.

**5/2012 – 7/2012 – IT Professional II, StreffCo (for State of Colorado OIT), Denver CO**

* Imaged and deployed many Windows XP and Windows 7 machines for this client, as well as performing system diagnostic and problem resolution on a per-ticket basis at multiple sites. I also performed a site-wide audit on RAM for deployed machines and ensured that all systems had a minimum requisite amount. I also performed dozens of other system and OS upgrades. Support was done through Altiris remote administration and Remedy ticketing system.
* I was the first person to be able to bring the clients' Macintoshes onto their Windows network as well as making the Macs remotely administrable. I did much work with the client to make the Macs compliant with state network policy.
* Instructed other support personnel on the best practices for supporting Mac OS X issues. Advised on projects concerning security, from encryption to deploying kensington locks for physical hardware.

**4/2010 – 10/2011 – Solution Engineer, Support.com, Denver CO**

* Primarily performed break-fix diagnostic and repair for customer systems for clients user bases.
* Primary duties were: Removal of viruses, diagnosing network issues, filesystem issues, other system operational issues in both Windows and Mac environments.
* I was selected to, and instrumental in, developing the service delivery guides that allowed the company to move into diagnosing problems with Macintosh systems.
* Acted as floor support assistant to the managers many times, assisting other agents in repairing Macintoshes.

**Education**

* Community College of Aurora – Current Candidate: Associates Degree – Computer information sciences, Spring 2014 – Summer 2015