

## Joy M. Scharmen

Email: joy@jscharmen.com

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### FOCUS

To apply my experience in designing and supporting large and complex systems / network infrastructures in challenging and growing environments.

### QUALIFICATIONS

#### Technical

- Microsoft Windows (95/98/NT/2000/XP), Solaris, HP/UX, AIX, MacOS (all versions) and various Linux and BSD platforms
- Active Directory, Apache, BIND, MRTG, Sendmail, Postfix, Tivoli ADSM, Roxen web server.
- HP OpenView Internet Services and Service Desk
- Watchguard, Cisco PIX and OpenBSD firewalls
- Cisco, Flowpoint, Ascend, Netopia, 3com, and other network infrastructure products

#### Design

- Design, integration and support of servers and applications in heterogeneous network environments.

### EMPLOYMENT

4/2004 – Present

#### UNIX Administrator / Shift Lead

**VIA Information Tools (for Hewlett Packard), Detroit GM Data Center**

- Provided technical support for both Hewlett Packard internal and external client systems and backend support for applications such as HP OpenView and MeasureWare, EMC SAN solutions, NFS, NIS, TeamCenter Automotive Edition, and BMC Patrol.
- Evaluated and resolved or escalated issues, as appropriate, to higher-level support staff in a timely manner.
- Performed systems administration tasks on a wide range of UNIX operating systems, including Solaris, HP/UX, AIX, and Linux.
- Fulfilled customer support requests for systems administration tasks such as restoring backups with ADSM and granting or modifying system and application access.
- Followed ITIL-based Change Management and Incident Response procedures.
- Supervised staff as Shift Lead on the General Motors Operations Bridge.
- Worked closely with UNIX and other technical groups such as Storage, Windows, and Networks to develop and enforce operations bridge processes for Level 1 administrators.

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11/2003 – 4/2004

### **Systems Administrator**

**Olivier and Olivier, P.C.**

- Configured and supported an Active Directory-based office network with Microsoft Windows (98/XP) clients.
- Replaced Microsoft Active Directory server with a cost-effective RedHat Linux-based Samba/LDAP server.
- Provided desktop support services to 65 users of a collections law firm.
- Built, deployed, and supported a Linux-based corporate intranet server for inter-company mail and web access.
- Supported network configuration and security, including administration of an OpenBSD-based firewall.

9/2002 – 10/2003

### **Systems and Network Administrator**

**ShutterNet (Computer Data Inc. ISP division)**

- Built, deployed, and supported RedHat Linux-based web, mail, DNS, FTP, backup, and monitoring servers for business clients with dedicated Internet connections.
- Provided ongoing proactive 24 hour monitoring and both telephone and on-site support for T1 and dedicated ISDN connections.
- Configured and provided on-site installation and post-sales technical support for Cisco, Netopia, 3com, and other T1 and ISDN routers.
- Worked with telecommunications providers for support and provisioning of high capacity circuits.

6/2000 – 9/2002

### **Network Support Engineer**

**CoreComm (formerly Voyager.net)**

- Supported and installed high capacity Internet connections such as T1, Frame Relay, DSL, and ISDN.
- Configured Cisco, Flowpoint, Ascend, Netopia, 3com, and other T1, ISDN, DSL, and Frame-Relay routers.
- Provided problem resolution of networking and firewall configurations for Microsoft Windows, MacOS, Linux, and \*BSD platforms.

2/2000 – 6/2000

### **Technical Support Representative**

**Voyager.net**

- Telephone support of dialup 56k, ISDN, and Cable Modem customers.
- Supported dialup networking configurations for Microsoft Windows and MacOS.
- Promoted within 3 months to HiCap Department.

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**10/1999 – 2/2000**

**Web Designer**

**Michigan Family Independence Agency**

- Formatted internal software documentation and published it online for statewide viewing by social workers.
- Designed FIA software Graphical User Interfaces using Visual Basic 6.

**9/1998 – 12/1998**

**Web Designer**

**Network for Excellence in Manufacturing Online**

- Coded HTML, edited CGI scripting (Perl) and JavaScript.
- Used Adobe Photoshop to design graphics for web pages.
- Assisted in cataloging of current site and in transition of the site from a Linux to a Windows NT server.

**10/1996 – 9/1998**

**Computer Networking and Graphics Consultant**

**MSU Multimedia, Graphics, and Design Laboratory**

- Consulted for MSU Computing Information Center (CIC).
- Instructed students and faculty in web page design, scanning, image editing, Optical Character Recognition (OCR), and computer-based multimedia (video and sound) editing.

**EDUCATION**

**8/1996 – 4/1997**

**Michigan State University**

- Studio Arts program with concentrations in Art History and Japanese.

**8/1998 – 4/2000**

**Lansing Community College**

- Computer-based graphics and web design program, with additional courses in computer programming and studio arts.

**REFERENCES**

Available on request.