

Software/Web Developer Systems Administrator/Engineer Information Technology Professional

PROFESSIONAL EXPERIENCE

INFORMATION TECHNOLOGY SUPPORT ANALYST

University of Arizona, Department of Mathematics Tucson, AZ 2012 – Present

- Supporting and maintaining over 20 Ubuntu Linux Desktops.
- Supporting and maintaining over 60 Debian Linux Servers.
- Responding to trouble tickets opened by Grad Students and Professors on Linux issues.
- Upgraded the UAMATH Custom Ubuntu Repository for Ubuntu 12.04
- Built web based tools for tracking internal accounts and services.
- Automated the shutdown of VM’s in the ESXi environment to be triggered by the UPS.
- Setup a FOG server and created documentation for its use.
- Network account creation and Maintenance
- Assisting in the redesign of core system technologies and VMWare Migration projects

TECHNOLOGY FACILITATOR

Southgate Academy Tucson, AZ 2005 – Present

- Supporting and maintaining Windows 2008 Servers, Exchange 2010 & Ubuntu Linux Server.
- Supporting 100+ network workstations and maintaining Active Directory users and groups.
- Assisting with State finance requirements by generating reports and making uploads.
- Addressed network bottlenecks by improving network topography.
- Implemented and maintained a Linux firewall and content filtering server.
- Budgeting and procurement of federal funding through the E-Rate program.
- Managing a small IT Support Team.

SYSTEMS/NETWORK ADMINISTRATOR / TECH SUPPORT SUPERVISOR

Dakotacom.net Tucson, AZ 1998 – 2005

- Managed 6 people in a call center environment troubleshooting mainly internet connectivity issues on all Windows and Macintosh systems.
- Responsible for troubleshooting broadband connections and opening trouble tickets with Qwest and New Edge Networks.
- Helping high profile customers with technical issues over the phone and after hours.
- Assisting with integration of complex information systems.

EDUCATION

2012 - 2015 **University of Arizona,** Tucson, AZ
Bachelor of Science in Computer Science, Mathematics Minor

1998-2002 **The University of Arizona,** Tucson, AZ
Bachelor of Fine Arts in Media Arts

1996-1998 **Arizona International College,** Tucson, AZ
One of only 45 students to experience this unique interdisciplinary liberal arts program.

PROGRAMMING LANGUAGES: HTML/CSS, JavaScript/jQuery/AJAX, PHP, MySQL, Java, C
SOFTWARE: MS Windows and Windows Server, Unix/Linux, MS Office, Adobe Creative Suite
SPECIALIZATIONS: Servers, Software, Networks, Cinematography, Video/Film Editing

My video work can be found at <http://video.gusadelic.com>.