

alex graham

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education

B.A. Computer Science / Mathematics
Lewis & Clark College - Portland, OR (May 2003)
Overseas Study
University of Westminster - London, UK (Spring 2002)

experience

Kellogg School of Management : October 2008 – present

I.T. Consultant

In my short time with the Kellogg School of Management I have been instrumental in the implementation of a request tracking system, the introduction of non-linear HD video editing solutions, and worked with a team of eight to provide level three technical support for faculty, staff, and students. My primary responsibilities have been the formalization and documentation of procedures in our department and the communication of those to lower tiered support staff.

Infinity Images : June 2007 – September 2008

I.T. Manager

Responsible for all aspects of the technological infrastructure for the company. Planned and implemented two comprehensive business management suites, including training of all employees and documentation of all processes. Oversaw installation of IP based phone system, and migration to OS X Leopard (client and server) Currently migrating users and systems to a centralized, managed Open Directory.

Lazerquick : Aug 2003 – June 2007

Computer & Network Support

Supported over 170 users on 130 workstations and notebooks using 30 servers and countless peripherals across 18 interconnected sites. Maintain security, availability, and integrity of customer and company data. Administer multiple Windows Server 2003 Active Directory domains.

Digital Services Manager

Supervised digital services staff (9+ employees) and coordinated work flow to ensure efficient and profitable product output in accordance with customer requirements and time tables. Managed pre-press, large format, media duplication and digital output departments in a high traffic, deadline oriented central production facility.

Graphics Technician

Produced and re-created original artwork for customers and clients. Composed original print layout and copy with attention to detail, quality, and production processes.

Lewis & Clark College : 1999 – 2003

Information Technology

During college, worked in multiple positions throughout the information technology department, including Media Services (A/V, events), HelpDesk (end-user support), and Resource Lab (software training). Worked with faculty, staff, and students to manage equipment, troubleshoot problems, prepare presentations, and run live events.

KLC Radio : Production Manager, General Manager

Oversaw all aspects of operation of the student radio station. Organized acquisition of student TV station and creation of student recording studio, doubling student participation and budget allocation.

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skills

operating systems

Macintosh OS X (client and server)
Microsoft Windows NT - Vista
Microsoft Windows Server 2003, 2008

services

Active Directory
Open Directory
Remote Administration (ARD, RDP, VNC)
DNS, DHCP
Imaging & Deployment
Firewall/VPN (Cisco, Checkpoint, Linksys)
HTTP (Microsoft IIS)
Telephony (COMDial, Avaya)

applications

Microsoft Office Suite
Adobe Creative Suite
Antivirus (Symantec, ESET Nod32)
Backup (Symantec BackupExec, Retrospect)
Microsoft Exchange
Kerio MailServer
FTP (Rumpus, ProFTP)
Microsoft SQL 2000-2005