

Résumé of

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I have been working with computers since I was a child and have **over 10 years of professional experience**. I have developed a deep understanding of all levels of computer operation covering both hardware and software and spanning from local applications to wide area networking. While I have a great interest in the amazing gadgets that computers are, my deep passion is to turn technology into useful tools that will help people accomplish meaningful tasks.

My chief strength is an **ability to solve problems** in any computer-related system, including software, hardware and networking. I am also able to quickly learn new systems and applications. I am confident that if I don't have experience with the next application I encounter, I will always be able to learn it very quickly.

On top of technical skills and an ability to **learn quickly**, I have also learned a great deal of **people skills**. I owe much of this to the work I did with troubled youth in Indianapolis. More recently I have had the opportunity to work with large numbers of people across the AT&T enterprise to solve problems and manage software distributions.

I am currently enjoying my work at AT&T. I am not actively seeking another position, but I am always open to new opportunities.

Below I have included a brief history of my work experience. I have also included a list of the systems that I have learned at some point in the past. The goal of this is not to brag on what I know, but to show how diverse my understanding is, and how quickly I can learn new systems and applications.

June '00 to present AT&T Wichita, KS

- *Project Lightspeed – Unix System Administrator (Current Position)*
- Unix System Administrator primarily for SUN Solaris boxes, but also for HPUNIX and Linux systems.
- Currently primary admin for twenty-five systems and backup for sixteen.
- Perform on-call duty for 243 Solaris, HPUNIX and Linux systems on a rotational basis.
- *Project Lightspeed – Service Delivery Platform (6 months)*
- Planning and documenting of IBM AIX Power 5 servers and their software (Websphere, etc.)
- *Desktop Support Field Services – Kansas/Oklahoma/Dallas SMS Primary Admin (2 years)*
- Distribute software updates to all 16,000+ machines in Kansas, Oklahoma & Dallas via Microsoft SMS
- Coordinate these pushes between developers, local field support and the end users
- *Desktop Support Field Services – Technical Services Manager (Sr. Communications Specialist) (3 years)*
- Set up and install desktop PC's
- Perform second level support of every application on the desktop computer
- Performed local Windows NT Server administration

March '00 Vulcan Chemical Company Wichita, KS

- *Contractor (Contract employment through TEKSystems)*
- Set up and installed desktop PC's
- Set up Windows NT Terminal Server & Citrix MetaFrame Server

Jan '99 to Dec '99 CharacterLink Internet Service Provider Chicago, IL

- *Network Administrator (Windows NT, Novell & Linux)*
- *Network Operations Technician and Supervisor*
- *Level Two and Three Customer Tech Support Technician and Supervisor*

- Brought to resolution all customer issues that could not be solved by level one technical support
- Responsible for all server administration for our ISP. This included development of procedures, setup, installation and day to day administration of NT, Linux and Novell servers both on site and remote
- Migrated our entire ISP service including MS IIS Web server, Post.Office Email server, Netscape Proxy servers & MS SQL server from Dayton, Ohio to Chicago with no downtime
- Installed and configured MS Cluster Server with MS SQL Server & MS Web Server (IIS) with a Compaq Fibre Channel array
- Migrated various services between Linux and NT servers
- Researched the purchase of and personally set up a CISCO 3620 Router with BGP4 to bring in dual T1 lines for capacity and redundancy at Chicago
- Set up various CISCO routers and switches in our home and remote offices, including using L2TP to tunnel users into our network from nation wide POP's
- Set up our Novell BorderManager Firewall to provide customized protection and access for our employees and ISP dial-up customers
- Installed and set up a Foundry Networks ServerIron Application layer switches

June '98 to Dec '98 CharacterLink ISP Oklahoma City, OK

- *Customer Technical Support Technician (all levels)*
- *Network Administrator (Novell)*
- Set up and Administered a Novell 4.11 File server for our site
- Level one customer tech support for this nationwide Internet Service Provider
- Worked on a team to develop customer tech support procedures
- Wrote documents to help customers solve their own problems
- Maintained and supported our 100BaseT Ethernet LAN and its T1 WAN connection

Jan '97 to May '98 IBLP IS Department Indianapolis, IN

- *Network Administrator (Windows NT 4)*
- *Hardware Support Technician*
- *Help Desk Technician/Supervisor*
- Built and administered a Windows NT Server for our office building
- Helped develop standard procedures for network administration and help desk
- Develop a system of automated installation for Windows network workstations
- Maintained and supported a homogenous 10Base-T/10Base-2 Ethernet LAN

Aug '95 to Dec '95 NCR/AT&T – Pizza Hut Support Services Wichita, KS

- *Computer Refurbishing Technician (Contractor)*
- Rebuilt PC computer equipment for use in Pizza Hut stores as POS systems
- Installed and tested PC hardware with SCO-UNIX Operating Systems
- Developed procedures and methods for moving computers through our facility

Certifications, Training & Past Experiences

- Currently pursuing a degree in telecommunications via an accredited university.
- Microsoft Certified since May 29, 1997
- Microsoft Certified Systems Engineer (MCSE) on Windows NT Server 4
- Microsoft Certified Systems Administrator (MCSA) on Windows Server 2003
- Completed IBM AIX System Administration I & II in Chicago in 2005
- Taught English to school children in Moscow, Russia (Oct '94 to May '95)
- Served as a full time mentor to juvenile delinquents in Indianapolis for over two years (Jan '96 to May '98)

<p>Server Software HP-UX IBM AIX SUN Solaris Linux Windows NT 3.51 & 4 Windows 2000 Server Windows 2003 Server Microsoft Clustering Server Microsoft System Management Server Microsoft Internet Information Server Microsoft SQL Server FTP Servers Novell NetWare 4.11 & 5.1 DNS Server (BIND & Windows NT) SendMail for Linux</p> <p>Workstation Software Windows 3.1/95/98/2000/XP Microsoft Office</p> <p>Scripting & Programming Python Unix/Linux Shell Scripting DOS Batch Files C++ (Beginner)</p> <p>Hardware Rack Mount Servers CISCO Routers – 2500, 3600 & 4000 Ethernet Switches & Hubs Cabling (CAT-5, CAT-3) T1 WAN Links</p>
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