Michael Fariss

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EDUCATION:

- **MBA in Management** Argosy University
- **BS in Software Engineering** San Jose State University

WORK EXPERIENCE:

8th Day - Technology for Schools   EdTech Manager, Pres. 1991-Present

- Worked with teachers and staff to integrate new educational technologies into schools
  (**PV School District, St. Francis HS, Old Orchard, Hillbrook, Phillips Brooks School,
   St. Elizabeth Seaton, Carey School**). Trained educators in the use of new technologies.
- Wrote iPhone/iPad applets & websites, to automate school record-keeping (attendance, billing, etc.).
- Successfully managed 3 employees & 3 data centers (for E-Mail, web servers & various databases).

DMRA (Database Marketing Firm)   IT Supervisor   2011-Present

- Trained other employees, managed schedules & budgets for all major department projects.
- Supported iPads, iPhones, Androids, laptops & other BYOD devices.
- Clearly communicated with executives & deployed a new company-wide cloud-based E-Mail system.
- Successfully negotiated with AT&T, Verizon & Comcast, saving $7,000/year on phone & Internet.
- Responsible for 24/7 datacenter, offices in 3 timezones, security audits and training employees.

Sacred Heart Schools of SF   Database Manager   2009-2011

- In one year, was able to save staff over 1000 hours of labor per year & every year thereafter.
- Wrote exciting databases & reports that reduced painful 3-day tasks, into easy 3-minute jobs.
- Ran weekly meetings, balanced competing priorities & deadlines by maintaining project schedules.
- Earned praise from many departments for creating professional tools and enjoyable faculty training
  that made professional grading, gift reporting and creating ad-hoc lists, a breeze.

The Priory (Sr.) System Administrator, with management duties 1996-2009

EXPERIENCE MANAGING PEOPLE & EXECUTING PLANS:
- Directed meetings, set performance goals & prioritized plans according to management's needs.
- Managed, interviewed and trained 7 employees to deliver high-quality IT, troubleshooting and
  responsive customer service to teachers & staff (separately).
- Managed the IT budget since 1999 and made monthly reports of KPIs (of budget & progress).
- Wrote policies, technology plans, managed vendor costs & conducted weekly training exercises.
- Consistently earned praise for my cheerful & professional demeanor while working with others.

SYSTEM AND PROJECT MANAGEMENT EXPERIENCE:
- Managed 20+ projects involving several departments, including construction of several buildings.
- Wrote 10+ linked databases including: Point-Of-Sale, Library Circulation, Health & Help Desk.
- Built multiple 24/7 data centers including AC, HVAC & a network spanning 34-buildings, hosting
  700 computers. Services included (E-Mail, payroll, Internet, monitoring and 32 other services).
- Invented a dynamic method to keep 1200 users on the Internet, despite a faulty telco connection.

TEACHING, TRAINING AND COMMUNICATING:
- Taught students the core concepts of technology usage & mentored Senior Projects (3 yrs).
- Taught weekly classes to faculty staff and administrators, in the new uses of technology (2 yrs).
- Integrated helpful technology into teacher's lesson plans, that matched the curriculum (10 yrs).
- Wrote technology plans, policies and instruction manuals for non-technical audiences (10 yrs).

Hewlett Packard   Performance Engineer (SEED)   1997-1998

- Learned various industry "Best Practices" for writing code & doing IT in a large corporation.
- Performed SPEC-Web97 benchmark-tuning for clusters of enterprise-grade UNIX servers.
- Wrote time-saving software tools in C, for optimizing and configuring HP-UX (UNIX) servers.

OTHER WORK EXPERIENCE:

Mid-Pen - Business Analyst (accounting & clerical work) [brief job: 6/27/2011 to 9/12/2011]
• Copied accounting data between systems, documented procedures and created user accounts.
Metro Newspapers - Intern (web content) [short-term job: 6/1/1995 to 9/1/1995]
• Created web content and wrote automated content-generating programs.
High-Speed Internet Co-Op - Founder & Manager [administrative & IT: 1996-2008]
• Offered high-speed Internet to neighbors for $8/month (put network on fences & shared costs).

CERTIFICATIONS AND SELF-INITIATED TRAINING:

• UC Berkeley Extension: Certificate in Management (in progress, 2013) GPA: 4.0
• Sun & SJSU Certification Program: UNIX Administration
• CareerTrack: Communications Skills Course and Management Course

CORE COMPETENCIES:

MANAGERIAL, ORGANIZATIONAL AND COMMUNICATION:
• Managed, trained and mentored 17 people, over 16 years (11 part time & 5 full time).
• Delivered multiple projects to several departments, each with varying needs, on-time or early.
• Earned praise for a cheerful & professional demeanor, while proactively preventing problems.
• Directed other employees who did troubleshooting, repair and configuration of computer systems,
  with no problems "on my watch" (technical or managerial).
• Negotiated significantly lower costs (44% off) with vendors including AT&T, ISPs and VARs.
• Great time-management skills (forecasting with Gantt charts), detail-oriented and energetic.
• Able to prioritize in a multi-tasking environment & remain organized and on-schedule 91% of time.
• Asked to be the Project Manager for more than 5 different groups
  at San Jose State University, including the 5-person Engineering Senior Design Project.

TECHNICAL:
• Programmed 20 GUI-driven databases, used by 70+ people, in 10 departments, for over 10 years.
• Wrote over 50 well-structured programs in various languages (defined requirements, tested, etc).
• Wrote over 17 binders of clear system documentation for technical and non-technical audiences.
• Installed or supervised the installation of hundreds of fiber & copper cables for various organizations.
• Setup 800+ professional-grade servers, clients and routers (including AC, raised-floors & racks).

TRAINING AND COMMUNICATING:
• Verbally communicated technical concepts to technical and non-technical people alike (20 yrs).
• Advised teachers every day, in which technologies to use, that best matched the curriculum (15 yrs).
• Wrote technology plans, policies and instruction manuals for non-technical audiences (15 yrs).

TECHNOLOGY SKILLS: 1989-Present

• SW: Microsoft Office: Word, Excel, PowerPoint, Project, PhotoShop, Illustrator, InDesign, Apache,
  Sendmail, Exchange, VMware ESXi, FileMaker Pro, BlackBaud Raiser's Edge, EE, ADP & Track-IT.
• OS: Win 2000/XP/7/2003/2008 R2 Server, Active Directory, Linux (RedHat, CentOS, Ubuntu), OS X.
• HW: PC, Mac, Cisco, SonicWALL, Juniper Routers/Switches, Fiber, Copper & Wireless 802.11b/g/n,
  Dell PowerEdge, PowerVault, CommVault, Backup Exec, Retrospect, HP Proliant, iPhone/iPad.
• Code: Java, C/C++, PERL, PHP, JSP, SQL, XML, HTML, CSS, shell scripting, ETL, ODBC, MySQL,
  MS SQL Server, Tomcat, IIS, RegEX, network sockets.
• Misc: NAS storage, iSCSI, SMB/CIFS, NFS, HTTP, TCP/IP, DNS, SMTP, SSH, tcpdump, iptables,
  wireshark, tripwire, imaging, VLANs, RAID, iPhones & backup. Responsible for multiple production
  servers: 5+ E-Mail servers, 4+ web servers, 25 dbases (incl. programming), ADs, 5+ caches & more.

VOLUNTEER WORK:

• "Sold" cats for the Santa Cruz Animal Shelter for over a year & fostered for over five years.
• Helped the Bay Area chapter of Habitat for Humanity, build three houses.

References & recommendations available upon request.   Revision: 2015-07-11-1000