

# Michael Fariss

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## EDUCATION:

- San Jose State University: **BS in Software Engineering** GPA: 3.65, with honors
- Argosy University: **MBA** (in progress, early 2012) GPA: 3.71

## TECHNICAL WORK EXPERIENCE:

### **DMRA (Marketing Firm) IT System Administrator 2011-Present**

- Implemented and maintained highly secure data processing servers and workstations.
- Budgeted, Implemented & supported company-wide smart phones, security and computers.

### **Sacred Heart Schools of SF Database Administrator 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 training that made professional grading, financial 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 and responsive customer service to teachers & staff (separately).
- Managed the IT budget since 1999 (came 1% under forecast in 2008).
- 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 major projects that concurrently involved several departments. Delivered all on-time.
- Wrote 10+ linked databases including: Point-Of-Sale, Library Circulation, Health & Help Desk.
- Built (from the ground-up) a 34-building network of 700 computers including data center power, HVAC & servers, (E-Mail, secure payroll, Internet and 32 other services, backup & monitoring).
- Invented a dynamic method to keep 1200 users on the Internet, despite a faulty telco connection.

#### **TEACHING, TRAINING AND COMMUNICATING:**

- Taught a class of students the core concepts of technology usage & Senior Project (about 3 yrs).
- Taught weekly classes to faculty staff and administrators, in the new uses of technology (2 yrs).
- Advised teachers every day, which technologies to use, that best matched the curriculum (10 yrs).
- Wrote technology plans, policies and instruction manuals for non-technical audiences (10 yrs).

### **8th Day Computer Consulting Founder and Manager 1991-Present**

- Trained, advised & implemented Best-Fit technologies for clients (for individuals & organizations).
- Managed 4+ employees (separately), managed vendors and handled all finances and promotion.
- Wrote custom programs including iPhone web Apps, Linux web accelerators and databases.
- Configured routers, did troubleshooting and setup servers for E-Mail, Internet and file serving (Cagen, Carey School, St. Elizabeth Seaton School, PV School District, Old Orchard School).

### **Hewlett Packard Performance Engineer (SEED) 1997-1998**

- Wrote time-saving software tools in C, for running tests on HP-UX (UNIX) web servers including performance tests (SPEC-Web97 benchmark), then wrote performance assessment reports.
- Configured and optimized UNIX servers to show the competitiveness of HP products.
- Learned various industry "Best Practices" for writing code & doing IT in a large corporation.

## 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.
- Consistently earned praise for my cheerful & professional demeanor while working with others.
- 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 (10 yrs).
- Advised teachers every day, in which technologies to use, that best matched the curriculum (10 yrs).
- Wrote technology plans, policies and instruction manuals for non-technical audiences (10 yrs).

## TECHNOLOGY SKILLS:

1989-Present

- Software: Microsoft Office: Word, Excel, PowerPoint; Project; PhotoShop, Illustrator, InDesign, ADP, Apache, Sendmail, IIS, VMware vSphere, FileMaker Pro, BlackBaud Raiser’s Edge, EE & Track-IT.
- OS: Win 2000/XP/7/2003 Server, Windows Directory, Mac OS X, Linux (RedHat, CentOS, Ubuntu).
- HW:PC, Mac, Cisco, FortiNet & SonicWALL Routers, Switches, Fiber Optics & Wireless 802.11b/g/n.
- Misc: NAS storage, SMB/CIFS, NFS, HTTP, TCP/IP, DNS, DHCP, SMTP, SSH, SNMP, tcpdump, iptables, wireshark, Ghost, VLANs, RAID, iPhones & backup. Responsible for multiple production servers: 5+ E-Mail servers, 4+ web servers, 25 dbases (including programming), 5+ caches & more.
- Code: Java, C/C++, PERL, PHP, JSP, SQL, XML, HTML, CSS, shell scripting, ETL, ODBC, MySQL, MS SQL Server, Tomcat/Servlets, regular expressions, sockets programming & some Oracle 9i.

## VOLUNTEER WORK:

- Santa Cruz Animal Shelter (helping “sell” the general public on adopting a cat) for over a year.
- Helped the Bay Area chapter of Habitat for Humanity, build three houses.
- Fostered kittens for various bay area animal rescue organizations for over 5 years.