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Objective: A responsible and challenging position which will utilize my background and abilities in Enterprise IT management with an opportunity to assume increasing responsibilities.

Education: I have taken the full series of management-training classes conducted by McLeodUSA Publishing and Yellowbook Corporate Training since 2001.

1996- 1999 During the time I worked for IBM and worked for McLeodUSA as a Unix Systems Administrator I took a number of AIX classes and received two certifications.

1987-1992 Loras College, Dubuque, Iowa 52001. Received a BA Degree.

Major: Philosophy. *Minor:* Computer Science.

Experience: 2001-2011 Yellowbook, 6300 C Street SW, Cedar Rapids, Iowa, 52406

Position: Senior Manager, IT Systems Engineering Delivery. I managed the IT Infrastructure teams that focused on supporting delivery of Business and IT projects as well as Yellowbook.com New Media support and delivery. I had two managers reporting to me with 21 total reports in Cedar Rapids, IA and King of Prussia, PA. I had a peer whose team was responsible for the day-to-day administrative support of the projects and systems that my teams built.

In 2001 I transferred to McLeodUSA Publishing as part of their IT/Business Alignment Initiative to build an administration team that managed both Windows and Unix servers which allowed them to take over management of their servers from McLeodUSA's Unix Team. Immediately, I worked with the Applications Development team to get their Linux-based intranet applications project back on-track. Prior to my taking on the team, Server Administration was not able to deliver the systems to run the applications. I worked closely with Applications Development to establish a set of fully redundant systems that would ensure the availability necessary to host the applications. I was also part of the planning and execution teams that moved Publishing's servers and SAN from McLeodUSA's datacenter into a newly-designed and constructed datacenter.

In April, 2002 McLeodUSA Publishing was bought by the Yell Group and merged with Yellowbook. The combined administration and delivery teams were responsible for the infrastructure that supported the over 6000 workstations, laptops and tablets which included patching, virus protection and system build. My team also had sole ownership of the EMC SAN environment with Brocade/McData fabric and the TSM Enterprise Backup systems. Yellowbook was Microsoft Windows XP and Vista at the time I left with a handful of Windows Mobile 6 devices, with a pilot underway for Windows 7. From a server perspective Yellowbook was over 80% Windows 2003 Server-- moving to 2008 R2 with Active Directory and Exchange 2010. The other 20% was Sun Solaris 9 and 10, AIX 5 on pSeries and Red Hat Enterprise Linux 4 and 5.

I worked closely with senior management to deliver the Server and Workstation parts of our budget. I also worked directly with IT Contracts and Procurement in our negotiations with our vendors for contracts and purchases as well as asset disposal and inventory processes.

I provided input to IT Governance for managing the processes and procedures that had been developed over the years as a result of the various audits the company had taken on – mandatory or elected including Sarbaines-Oxley, PCI and General Computing and Controls audits conducted by Yellowbook's parent company, Yell Group.

While Yellowbook had been an early adopter of server virtualization, capacity issues in our datacenters pushed Yellowbook to consider becoming more aggressive in its deployment so in 2007 I worked closely with VMWare and our VMWare VAR to make a three-year ELA (Enterprise License Agreement) with VMWare and established our “VM First Initiative.” In conjunction with HP's blade technology the VM First Initiative had us considering virtual servers on blades first, blades if the application can't be supported in a VM, and thirdly a “classic” server only if it has internal device needs that require it. Yellowbook was already seeing a savings in server footprint and the virtualization allowed the server team to respond more quickly to server requests. In 2009 we renegotiated our ELA early to include new “Enterprise Plus” features to our contract. In 2011 Yellowbook was over 50% virtualized in the server space with a goal of 70% by the end of the year. In early 2011, Yellowbook was in the process of working with VMWare to establish a Virtual Desktop Infrastructure addition to its agreement and a limited pilot was started with Yellowbook's offshore resources to gauge feasibility.

In June 2007 I was instrumental in implementing a Service and Delivery split of the team to meet the demands of the business as it transitioned from a classic publishing company to an Internet/“New Media” one. This split allowed us to take projects that the company required without impacting the essential “lights on” tasks of the team which historically had been a struggle to accommodate. This allowed IT Infrastructure to respond quickly with estimates of when they could take on a project. This also allowed us to work closer to the Agile method that our Applications Development team used as we managed 30-day units of work similar to an Agile sprint. In 2009, we further defined my role to being responsible for all IT Systems Delivery teams while moving my Server Administration team to a peer who focused solely on Administration. Working with my customers to establish a monthly process to present our upcoming sprint of work. This allowed them to weigh in on our priorities and make sure that we were in-line with what they are expecting us to deliver in support of their projects.

Was a project lead in Yellowbook's Sales Force Automation (SFA) project. “MediaPro” as it is now known deployed 4200 tablet devices to Yellowbook's mobile premise sales force. Since this project touched many departments in IT Infrastructure Executive Management wanted one person to watch over the various projects and assist with inter-team communications. I was also responsible for reporting to the overall Oversight and Steering Committee for SFA. This project started at the beginning of 2008 and the Infrastructure buildout projects wrapped up in December 2008.

1999-2001 McLeodUSA, 6400 C Street SW, Cedar Rapids, Iowa, 52406 (now part of Paetec)

Position: Senior Manager Unix Systems Administration. Responsible for the overall management of McLeodUSA's Unix Systems Administration Team. McLeodUSA was a telecommunications company that was a Competitive Local Exchange Carrier providing local and long distance service in 25 states. McLeodUSA implemented IBM RS6000 (pSeries), Sun, and HP as well as Red Hat Linux. The servers were part of an extensive mission-critical backend data solution encompassing everything from Customer Care, Sales and Marketing, Billing, Human Resources, Network Services and Operations, Internet Services/eBusiness,

and McLeodUSA's Publishing division. The Unix Team at McLeodUSA while I was there was twelve employees in Cedar Rapids, Salt Lake City, Tulsa, and Dallas who supported over 450 servers located in seven states. Duties included day-to-day management of the team and the team initiatives— long and short term planning and management of projects and timelines, interfacing with internal and external customers of McLeodUSA, vendor negotiations and management. Responsible for the Unix portion of McLeodUSA Information Services budget. I was the key Unix contact for Information Services initiatives including Disaster Recovery/Business Continuance, asset tracking/management, security, Production Control, and Storage Area Networks.

1997-1999 McLeodUSA, 6400 C Street SW, Cedar Rapids, Iowa, 52406

Position: Senior Unix Systems Administrator. Duties included engineering, installation, and general support of McLeodUSA's development and production Unix environments. During this time McLeodUSA had approximately 100 Unix-based servers located locally in Cedar Rapids, as well as remote servers in Illinois. I was involved with the general management of the team including conducting employee interviews, interfacing with the internal McLeodUSA customers, and managing the relationships with the various vendors including IBM, Sun, and HP. Planned the movement of the Unix servers in July 1998 from our downtown Cedar Rapids location to our new location at C Street. Managed corporate Internet and EDI firewalls based on IBM's Firewall 3.1. Also was key administrator for our 8-node IBM RS6000 SP. When I started at McLeodUSA there was less than twelve Unix servers in production and Unix was considered a secondary solution to IBM's AS400 platform. Due in part to the efforts of the Unix team we "sold" the Unix solution to the development groups and business units resulting in the growth and success of Unix as a platform at McLeodUSA.

1995-1997 IBM Corporation, 650 Third Avenue South, Minneapolis, MN 55402

Position: IBM Global Services Information Technology Specialist. As part of IBM's Global Services division, I performed billable services for customers of IBM. My contracts primarily centered on IBM's Unix AIX, ADSM-- IBM's enterprise backup and archive solution (now called Tivoli Storage Manager), and HACMP-- IBM's High- Availability Clustering solution. In addition to providing billable services, I was frequently used in a pre-sales technical role providing expertise assisting IBM sales and marketing as well as performing Systems Assurances for systems that were new to a customer. I was also utilized as a resource in high-severity Local Assistance Requests when a local resource was needed in a customer emergency. Delivered IBM's SmoothStart contracts for ADSM and HACMP, where training and installation were performed simultaneously during the engagement in a "train-the-trainers" format. Served as Minneapolis AIX I/T Specialist Team Lead for over a year. During this time, I was involved in the hiring process for new team members—conducting interviews, as well as providing mentoring and guidance.

1988-1995 Dubuque Data Services, 800 Town Clock Plaza, Dubuque, Iowa 52001.

Position: Technical Support Representative. Duties included telephone support for *Dealer* — a Unix-based inventory/accounting package for the automotive, truck, and agricultural industries, editing documentation for the product, software testing, remote installation, and training. It also included setup/staging of computers for installation by support teams.

Activities: Pastimes and interests include: Collecting music, digital photography, and playing guitar. I maintain a Linux-based server and provide web hosting and e-mail services for friends. I also

curate two blogs, and occasionally write for a monthly arts and entertainment magazine out of Iowa City.

References available upon request.