

Randy Cook, SCSA, MCSE
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Professional Summary

Experienced, certified and published IT professional with over 20 years of entrepreneurial and corporate IT documentation and support experience. Has written end user support documentation, technical documentation and study guides for IT certification books.

Experience and Certification

Experienced technical writer for large corporate environments using authoring applications such as Visio, Sharepoint, Photoshop, Adobe Framemaker, Microsoft Office Suite, Madcap Flare and Wiki. Experienced in documenting for wide range of customers from end users to third-tier support engineers.

Experienced in the creation of custom UNIX shell, Perl, AWK and SQL scripting and performance and diagnostic tools. Experienced in the hardware installation and documentation of UNIX-based server systems. Experienced with supporting and documenting network routing and firewall products from Cisco, Nokia and Bay Networks. Experienced with network security applications such as CA SnifferPro, Nokia Checkpoint and Linux-based open source applications. Experienced with supporting and documenting helpdesk procedures for Java/JBOSS applications.

SCSA - Sun Microsystems Sun Certified System Administrator Passed Solaris System Administrator Exams Parts I and II.

MCSE - Microsoft Certified System Engineer and Microsoft Certified Internet Information Specialist - Passed Microsoft Certification Exams on Windows 95, Windows NT Server 4.0 (Server and Enterprise), Networking Essentials, Windows NT Server 3.51, Internet Information Server 3.0 and Index Server 1.1 and TCP/IP for Windows NT 4.0. Experienced Exchange 6.0 administrator.

Graduate of **Microsoft Online Institute** courses for Windows 95, Windows NT Workstation 3.51 and 4.0, Windows NT Server 3.51 and 4.0, Networking Essentials, Internet Information Server 3.0 and Index Server 1.1 and TCP/IP for Windows NT 4.0.

Graduate of **Sun Microsystems Java Tutor Educational Programs** for Solaris System Administrator Parts 1 and 2 and Solaris Network Administrator.

Graduate of Dale Carnegie Corporation Public Speaking and Sales courses. Attended Meadowbrook High School, Virginia Commonwealth University.

Producer and host of Technically News, a syndicated radio news program for information technology professionals.

Published Work

"**Surviving the High Tech Interview**" article for Microsoft Certified Professional Magazine.
"**Sun Certified System Administrator for Solaris 8 Study Guide**" book published by McGraw-Hill, ISBN:0072123699
"**Hack-Proofing Solaris**" book published by McGraw-Hill, ISBN:192899444X
"**RHCE Red Hat Certified Engineer Study Guide**" book published by McGraw-Hill, ISBN:0072121556

"Optimizing Networks with SnifferPro" book published by McGraw-Hill, ISBN:1-931836-57-4.

"How to be Anti-Social: Preventing Social Engineering Hack Attacks" Whitepaper published by Syngress Media, Feb. '02

"New Security Features in Solaris 9" Whitepaper published by Syngress Media, June '02.

"Sun Certified System Administrator for Solaris 9 Study Guide" book published by McGraw-Hill, ISBN:007222598x

Work History

Oct 2011 to present: TekSystems - Implementation Lead

Providing documentation for production/test systems and management of network upgrade projects. Documented processes and provided technical support manuals for endusers and helpdesk technicians.

ACCOMPLISHMENTS:

- (GE Digital) Trained Unix/Linux support teams, provided support documentation on new applications, virtual machine creation and backup procedures.
- (Capital One) Provided change control, project management for network upgrade and new branch openings.
- (Bank of America) Trained staff on UNIX/Linux support and on decommissioning process, wrote online support documentation.

Oct 2007 to Oct 2011: PlanIT Technology Group - Sr UNIX Engineer

Provided technical support, customized documentation and project management for UNIX/Linux systems for wide variety of customers.

ACCOMPLISHMENTS:

- (VITA Project) Designed and implemented Solaris LiveUpgrade project to patch and upgrade servers with minimal downtime.
- (Ferguson) Provided technical support documentation for all levels of Helpdesk staff.

July 2006 to Oct 2007: Circuit City, INC. - Manager SUN/Linux Support

Managed team providing hardware/software support and technical documentation for Circuit City Direct Online Sales servers, in-store cash register systems and corporate Sun and Linux servers.

ACCOMPLISHMENTS:

- Did architectural design, capacity planning and documentation for corporate ecommerce website.
- Designed solution, wrote training manuals and managed team responsible for testing and installing improved version of Linux-based, point-of-sale systems for over 1600 retail locations.

April 2003 to July 2006: BayMountain, INC. - Engineering Manager

Provided clients with consultative design services for network, system and application tuning and upgrades. Managed team providing 24/7 oncall support for a wide variety of systems in a managed hosting environment. Managed teams responsible for installation, performance tuning, support documentation and monitoring as well as operational support for the datacenter.

ACCOMPLISHMENTS:

- Wrote customized shell scripts to provide secure backups for client's servers to NAS.
- Project Manager for all new client installations. Worked with Sales Team to design technical solutions for prospective clients, managed budgets and timelines, wrote technical support documents for staff and worked directly with clients before and after to insure all goals were met.

July 2002 to April 2003: MSD, INC - Sr. UNIX SysAdmin

Redesigned database services and managed migration project to new systems. Provided 24/7 oncall system and database support for UNIX servers running Oracle 8.1.7 for e-commerce services. Provided performance monitoring and tuning services using sar, Perfman, Big Brother and custom shell scripts. Supported back-up of data using Alexandria and Legato. Supported systems running Solaris, AIX, DEC/Tru64, Redhat Linux, Siemen's Reliant UNIX and Windows NT/2K servers and workstations. Provided support for external RAID devices from Compaq and disk management software such as Logical Storage Manager and Logical Volume Manager. Documented all technical support procedures.

ACCOMPLISHMENTS:

- Designed procedures, tested/configured software and provided technical documentation for monthly capacity planning, performance monitoring and forecasting reports. This provided more accurate planning for upgrades and maintenance of production servers. Provided technical support documentation to Helpdesk staff.
- Wrote customized shell scripts used to provide additional monitoring of production servers. These scripts provided pager alerts when conditions needed attention resulting in faster response to problems and improved services to clients.
- Delivered monthly capacity planning and performance monitoring reports in departmental meetings providing recommendations for upgrades, cost analysis and in-depth Q&A sessions.

April 1999 to June 2002: Sapphire Technology - Sr. UNIX SysAdmin

Provided system, application and technical support documentation for Solaris and HP-UX UNIX servers and MVS mainframes in production and development environments. Trained and supervised network support staff on UNIX systems. Also provided support for AIX RS6000, Tru64 Compaq AlphaServers, Win2k and Linux workstations and servers. Provided all technical support documentation.

ACCOMPLISHMENTS:

- (PMUSA) Upgraded production and development systems from HP G70 servers to HP 9000 L and N class servers. Responsible for change control, purchasing, installation, testing, documentation and migration of applications into production. These systems ran Oracle, were clustered using MC/ServiceGuard and were mission critical.
- (PMUSA) Designed NT/UNIX integration solution using SAMBA and Webmin for network support staff and new monitoring/alerting solution resulting in 2/3 faster response to production issues.
- (Cisco Systems) Designed, built and supported training facility using Solaris Ultra 20 workstations, Solaris Fire and Netra servers and Cisco 2500 and 3600 series routers. Wrote and conducted 3rd tier level training on Solaris and Cisco products for Cisco internal and client's support staff.

April 1997 to April 1999: Renaissance Worldwide - Sr UNIX/NT SysAdmin

Provided installation and documentation for Solaris, Linux, NT 4.0 and Exchange E-mail services, Cisco routers, Nokia firewalls and Solaris-based gateways for network with over 500 locations and 15,000 user accounts. Assisted in the hiring of support staff. Wrote and conducted MCSE and Solaris training.

ACCOMPLISHMENTS:

- (AMF Worldwide) Moved file and print services from NT to Solaris systems, maintaining integration with Windows-based desktops using SAMBA.
- (AMF Worldwide) Designed and supported WAN which served 15,000 users in 500 foreign and domestic offices.
- (Va Dept. of Transportation) Upgraded e-mail services from Exchange 4.0 to Exchange 5.5.
- (AMF Worldwide) Replaced Microsoft Proxy Server with Solaris server running Squid proxy application.
- (AMF Worldwide) Redesigned NOC to improve physical security, upgraded UPS, AC and fire suppression systems.

Oct 1995 to April 1997: Productivity Point - Educational Coordinator

Responsible for writing customized courseware on wide variety of applications and platforms from end-user level to certification exam preparation classes. Assisted in the installation and support of classroom workstations and servers and internal network running on Cisco, NT and HP-UX UNIX.

ACCOMPLISHMENTS:

Assisted in migration from Novell to NT and HP-UX based network services.
Wrote end-user manual for Circuit City PC customers.

1993 to 1995: Global Information Resources - Owner

Provided advertising agency clients with demographic research and consulting services for hardware/software purchases. Provided support for Solaris, SCO and Windows platforms.

ACCOMPLISHMENTS:

Provided clients with weekly report on market trends, news on competition and ways to cut costs of information technology services.
Designed and installed WAN using Solaris X86 servers for file and print services and Windows-based remote sales offices.
Migrated clients from Microsoft DNS and Exchange services to open source Linux-based solution.

1989 to 1993: Edens Broadcasting - Sales Manager

Responsible for the sales and production of radio commercials. Won Ad Club of Richmond award for commercials produced for local client.

1988 to 1989: Dale Carnegie Corporation - Management Consultant

Designed and conducted management and sales training.

1985 to 1988: The Steele Agency - Security Consultant

Provided consulting and training services for loss prevention, employee theft and personal protection.

1981 to 1985: United States Marine Corps - Infantry/Scout-Sniper

Received 3 meritorious promotions, Good Conduct Medal and Special Commendation from Republic of South Korea.