

Joseph T. O'Brien

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***ATTENTION RECRUITERS:** I am NOT willing to relocate at this time nor am I interested in any contractor work. I am also NOT interested in pure programming or project management positions. I like to keep my resume up to date and I am always flattered to talk to you but I am not actively seeking a change in employment at this time. I will not respond to emails that fall into any of those categories but I'll be happy to keep an open mind for other local opportunities.*

SUMMARY OF QUALIFICATIONS

- IT Management experience
- SAGE Level IV Senior Systems Programmer and Administrator of enterprise-class IT systems.
- Dedicated, hard working individual with the communication skills to work across all levels of the organization.
- Successful in meeting technical challenges by both adopting new technology and adapting existing infrastructure to meet the needs of the customer.
- Excellent end user customer support interaction as well as proficiency in providing training to technical and non-technical staff.
- Experienced in providing 24/7/365 support and maintaining automated system monitoring and recovery.
- Proven ability to plan, organize and lead technical projects in both small and large corporate settings from requirements gathering and analysis through design, implementation, testing and on-going support.

TECHNICAL EXPERTISE

Operating Systems:

HP Unix, RedHat Linux, Solaris, Macintosh OS X, Windows

Server Technologies:

Apache Web Server, PHP, Tomcat, MySQL, SAS/INTRNET, SAS/SHARE, Google Search Appliance (1001, 5005, and Mini), IIS, Jrun, JBoss, Cold Fusion MX, Windows Sharepoint Services, Microsoft Application Center, JBoss, Resin, Nagios, ircd, CVS

Programming Experience:

Unix Shell Scripting, Perl, HTML, SAS, htmSQL, C++

Notable Software Packages:

The SAS System V6/V8/V9, Adobe Photoshop, Dreamweaver MX, Microsoft Office Suite, Visio, MediaWiki

EDUCATION

North Carolina State University

Raleigh, North Carolina

Certificate of Computer Programming

North Carolina Wesleyan College

Rocky Mount, North Carolina

Bachelor of Science Computer Information Systems with Honors

GPA 3.8

EXPERIENCE

IT Manager, Online Support & Services, SAS Institute

Cary, North Carolina

2007-Present

- Manager of the Systems group supporting the corporate Intranet and Extranet web, application, and database servers. Direct reports include Systems Programmers and Application Developers providing the system administration of the intranet/extranet servers as well as the programming for the intranet home page and related applications.

Sr. Systems Programmer and Technical Project Manager, Online Support & Services, SAS Institute

Cary, North Carolina

2002-2007

- Sr. Systems Programmer and Technical Project Manager responsible for the architecture of a high availability multi-homed cross platform corporate intranet and extranet and its support.
- Intranet audience of 10,000 end users, consisting of web servers, database servers and application servers including HP-Unix, Red-Hat Linux, Solaris based Apache, Tomcat, PHP, MySQL as well as Windows 2000/2003 Server based IIS, JRUN, and Cold Fusion and SAS server software.
- Extranet web sites hosting marketing and technical support content for sas.com as well as sub-sites, consisting of web servers, database servers and application servers including Solaris and Red-Hat Linux based Apache, Tomcat, JBoss, MySQL, and SAS server software.
- Responsible for building and deploying Open Source Software including a custom Apache web servers with internally written AFS authentication, customized builds of PHP and other shared modules
- DBA for MySQL infrastructure and designed a replicated master/slave redundancy and granular snapshot system for disaster recovery
- Implemented and support an internal Google Search Appliance indexing three million corporate documents
- Implemented and maintain systems monitoring and alerting for the intranet and extranet systems
- Analyze usage patterns and plan for future system growth
- Lead a successful migration of the corporate intranet infrastructure from HP-UX to Linux (LAMP Architecture)
- Deployed a corporate-wide wiki using MediaWiki software
- Designed a corporate blogging platform providing individual internal blogs to every employee
- Other areas of responsibility include supporting additional web related technologies such as Ruby on Rails, htmSQL, SAS/SHARE Servers, SAS/INTRNET Application Dispatchers, MySQL database servers, ODBC Data Sources, FrontPage Extensions, and Microsoft Application Center as well as various system tools and software packages
- Provide consulting services for other areas of IT including regional and international offices and the Computer Security, Finance, Help Desk, MIS, Network, and R&D Divisions.
- Provide 24/7/365 On-call system support as well as direct end user customer support

Development Tester Support, Data Warehouse Technology R&D, SAS Institute

1998-2002

Cary, North Carolina

- Support of client server testing server lab running Windows NT4, NT Server, Windows 2000, 98, 95, OS/2, and Linux Platforms. Created and maintained OS images for these servers and additional testing PC clients.
- Supported the internal web site for the DWT Division including overall site management, top level design and layout, and coded dynamic web based reporting tools
- Initiated source control for internal web content and contributed to designing the corporate standards for source controlled web content
- Lead tester of SAS/ACCESS to DB2 on Windows and Linux, including interactive testing of all SAS/ACCESS libassign, explorer, and dbprompt GUI components and Test Case Coverage Analysis for the SAS/ACCESS products
- Performed automated and interactive of the SAS Open Metadata Server and it's XML interface using Visual Basic and Java Clients
- Implemented Risk Analysis and Status Reporting for the Metadata Testing Team and contributed to overall project planning for the SAS OMR Server
- Initiated Multi-Client Performance Testing of the SAS Metadata Server
- Analyzed test case code coverage for Data Warehouse products including SAS/ACCESS and the SAS OMR Server

Database Programmer, North Carolina State University College of Veterinary Medicine **1997-1998**

Raleigh, North Carolina

- Created kiosk software, administrative interface and corresponding relational database for the North Carolina Veterinary Medical Foundation Walk of Honor program

Assistant Software Engineer, Software R&D, Organon Teknika Corporation **1995-1997**

Durham, North Carolina

- Responsible for PC based hardware and OS troubleshooting, maintenance, and optimization for the BacT/Alert product
- Maintained hardware lab for development and QA testing
- Contributed programming for the BacT/Alert software in the OpenInsight Language
- Created a Knowledge Base for use by Technical Support and maintained an RoboHelp online help system for the BacT/Alert software
- Created and maintained a research paper abstract search facility
- Created and tested Install Shield 3 installation scripts for customer software updates