

Mr. Charles Gregory

Computer/Internet Programmer, Analyst, System Administrator, Webmaster, Troubleshooter

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Imaginative, innovative, versatile, dedicated.

POSITIONS SOUGHT

- Linux System Administrator (Intermediate)
- Technical Support for Internet/Intranet/PC/Windows (Tier 2/3, Senior)

I'm looking to build on the experience gained from nearly a decade of sole responsibility for the technical operation and customer service/support for a community Internet Service.

STRENGTHS

- I excel at rapidly learning and mastering new systems and technology.
 - I communicate effectively with coworkers and clients of widely varying technical levels, translating concepts and capabilities into the appropriate language for each individual.
 - I have an intuitive grasp of natural work flow, and I work to enhance that flow.
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SKILL SETS

Current Technical:

LINUX (CentOS/Redhat/Debian/FreeBSD) Install/Configure/Program - 10+ years experience
- Bind(DNS), Apache(HTTP), Postfix/ClamAV, Spamassassin, MySQL, IPTables, Radius(aaa)
- PERL/CGI, Shell Scripting, SHTML(SSI), Javascript, PHP, C (some)
WINDOWS (98/2000/XP/Vista/7) Install/Configure - 12+ years experience
- Networking(TCP/IP, NetBIOS), ZoneAlarm(Firewall), ClamAV, MS Word, Excel (some)
NETWORK/HARDWARE - PC(Intel/AMD), Hubs/Switches, ADSL Modem/Routers, Cisco AS5300
- Install/Configure LAN/WAN/Wireless, Maintain PCs (swap hard drives, video/ethernet cards, et al).

Older Technical:

UNISYS 1100 Programming - HV-TIP, DPS, COBOL, SSG, DMS 1100 - 5.5 years experience
IBM S/36 Programming - SDA, DFU, POP, RPG-II, COBOL - 2 years experience

Non-Technical:

Speak/Read/Write English, Customer Service, Volunteer Coordination/Training, Community Liaison, Office Management, Purchasing/Ordering/Billing, Basic Accounting, Photography/Video.

CAREER SUMMARY

I worked for a decade in the province of New Brunswick on Unisys mainframe computer systems, in various programming and analytical roles for government and industry. In 1990 I moved to Ontario, and decided to pursue a new career path as a programmer and system/server administrator in the growing Internet Services Industry.



I joined the Technical Committee of the Hamilton-Wentworth Community Network, first as a volunteer, then as a contractor, maintaining and enhancing HWCN systems and web pages. In 2003 I became a full-time employee, taking on sole responsibility for system administration, development and upgrades, and all levels of technical support to members of the organization.



For the last eleven years I have operated the Falcon Nest Web Camera of the Hamilton Community Peregrine Project. Configuring the camera, designing the web site, and creating server daemon programs to archive and effectively organize the thousands of photos captured each year. In 2011 we added a second camera/image to the website. (<http://falcons.hamiltonnature.org/>)

Working with the HWCN brought me into contact with other Community Nets and Freenets, exchanging ideas and program code. I provided substantial technical assistance to the Toronto Freenet in particular, helping them revamp their AAA and session timing systems.

WORK EXPERIENCE

2003 – 2010

System Administrator/Membership Coordinator
(*Linux/CentOS, Perl, SHTML, Javascript, Cisco IOS*)
for Hamilton CommunityNet (full time employee)

- System Installation and Administration
 - + Resolving technical problems, including network/connectivity issues.
 - + Migrating servers from Solaris to Linux.
 - + Maintaining the HWCN mail server with effective spam filtering tools.
 - + Configuring Cisco AS5300 dialup modem access server.
 - + Configuring servers for virtual domain hosting.
 - + Maintaining the HWCN Website and CGI scripts for member utilities.
 - + Maintaining Office PCs and LAN, security and off-site backups.
 - + Programmed custom web-based customer service database for office.
- Membership Coordination
 - + Technical Support (Help Desk) for ADSL, dialup, and LAN/WAN.
 - + Handling client invoices/payments, administering their internet access.
 - + Training and supervising volunteers for help desk operations.
 - + Designing/creating clear and concise user documentation/forms.
 - + Managing office resources, DSL Modem purchasing, and petty cash.

2000 – Present
(March-June)

Webmaster/Designer/Technician

(*Linux, Perl, SHTML, Javascript, Webcam32*)
for Hamilton Naturalists' Club (part-time/volunteer)
(Hamilton Community Peregrine Project).

- + Install/configure webcam PC and capture software at camera site.
- + Advise on selection/installation of camera hardware.
- + Create/maintain web pages with continuously refreshing live images, roll down of older images, and rotating sponsor logos.
- + Create Perl server daemon to archive images as they are uploaded, and pages/scripts to access the archive and select 'favorites'.
- + Videotape banding of the falcon chicks in early June.

1997 - 2003

Junior System Administrator/Webmaster/Programmer

(*Unix, Perl, SHTML, Javascript*)
for Hamilton CommunityNet (contract & volunteer)

- + Account maintenance and problem resolution for Community Information Providers (free accounts).
- + Technical enhancements to the HWCN web site, adding dynamic content, and modular HTML using Server Side Includes (SHTML).
- + Configuring HWCN web server for new virtual domain hosting service.
- + Newsmaster - managing the HWCN Usenet News server.

2001 - 2008

Analyst/Programmer, Webmaster, Troubleshooter

(*Unix/FreeBSD, Perl, SHTML, Javascript*)
for Toronto FreeNet Inc. (contract and volunteer)

- + Adapted and customized the HWCN dial-up timer daemon for use on TFN, including on-peak and off-peak time quotas.
- + Configured HTTP server for virtual domain hosting.
- + Created a new web site look and function, with web-based forms interfacing to the existing online registration software.
- + Troubleshooting configuration and technical problems.

1990 - 1991

Contract Analyst/Programmer

for Solutions by W.M. Inc.

Projects:

Trust System Conversion (*Unisys 1100, COBOL*)
National Trust, Mississauga, ON
Wills Information System (*Unisys 1100, COBOL*)
National Trust, Stratford, ON

1987 - 1989

Applications Analyst/Designer
for Rockwood Informatics (Comtec Data Services)

Projects:

- Municipal Accounting System (*PC, COBOL, Assembler*)
In-house Software Development, Fredericton, NB.
- Inventory Management System (*Unisys S/80, IMS, COBOL*)
Atmus Equipment, Fredericton, NB
- Automotive Lending System (*Unisys 1100, COBOL*)
National Trust, Stratford, ON
- Inventory Management System (*Unisys System/80, COBOL*)
Atmus Equipment, Fredericton, NB
- Young Offenders Act Information System (*Unisys 1100, COBOL*)
NB Ministry of Attorney General, Fredericton, NB
- Purchasing/Invoicing System (*IBM System/36, RPG-II*)
Maritime Forest Ranger School, Fredericton, NB

1984 - 1986

Analyst/Programmer
for Applied Management Consultants

Projects:

- Financial Transaction System (*Unisys 1100, COBOL*)
Credit Union Central, Halifax, NS
- Out-of-Province Hospital Claims (*Unisys 1100, COBOL*)
NB Department of Health (Medicare), Fredericton, NB
- Fisherman's Loan System (*IBM System/36, COBOL*)
NB Department of Fisheries, Fredericton, NB
- Medicare System Maintenance (*Unisys 1100, COBOL*)
NB Department of Health (Medicare), Fredericton, NB

1981 - 1983

Programmer/Analyst (*Unisys 90/30, COBOL; UDS2000 PCL*)
for A.C. Nielsen Company

July 1977

Photographer
for Loyalist Days Festival

EDUCATION

University of New Brunswick
Fredericton, N.B.

Faculty of Science
Computer Science
1977-1981 (3rd year completed)

Mohawk College
Hamilton, Ont.

Linux Installation and Administration
2003