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Work History

Christie's Auction House - Mac/DAM Support Manager (Jan 07 - Jan 09)

Managed support for Mac/DAM environments in global heterogeneous network. Restructured and integrated the global Mac environment (NY, NM, UK, HK and FR), including designing, deploying and managing their first global OD infrastructure. Created custom images, installers, scripts and tech docs libraries. Redefined workflows/policies to better suit individual department needs. Built and managed a wide range of servers (Apple OpenDirectory, High Availability, font, file, image, etc.), GroupLogic (MassTransit and ExtremeZ-IP file servers), Quark (QLA servers) and FileMaker (databases). Managed the former, plus many Xinet (FullPress, WebNative, Venture, Portal). Liaised with the PC support group to provide support to 1000+ PC users who accessed our DAM systems. Managed Mac environment budget, contracts and vendor/distributor relationships. Trained and managed direct and indirect reports in US, UK, FR and HK.

G2 Worldwide (division of Grey Global Group) - IT Manager (Feb 06 - Aug 06)

Responsible for 300 user mixed platform environment with offices in NY, IL and CT. Self sufficient operation with 200 Macintosh users, 40 PC users (liaised with parent company PC support group), 40 printers and 10 servers. Managed all custom Mac OSX build images, installers, scripts and policies. Built and managed all Macintosh servers (video production, file, backup, database, etc.). Managed IT budget, contracts and agreements. Two direct reports in NY, one in IL and one in CT. Due to family reasons, had to leave after a few months, found suitable replacement who held position for 2 1/2 years.

Polo Ralph Lauren - Senior Macintosh Administrator (Apr 04 - Feb 06)

Began as consultant hired to help integrate Macintosh environment. Trained Macintosh and PC technicians. Implemented managed build, custom package deployment (for software updates, etc.), central management (WGM,ARD, etc.), leveraged Unix features in OSX (cron, login/logout hooks, launchd, queries). Created and managed central asset management database for Macintosh software, hardware and change control. Built and managed OSX servers. After a few months, went temp to perm.

Self Employed - Consultant (Nov 01 - Aug 05 and Aug 06 - Dec 06)

Clients included Polo Ralph Lauren, New York Magazine, Publicis, C2 Media, TBWA\Chiat\Day, Blue Digital Imaging Group, Garfield&Marks and many other firms.

Morgan Stanley - Macintosh Systems Manager (Oct 00 - Nov 01)

Administered 40 user creative design Macintosh environment in NYC office. Designed, created, deployed and maintained IBD Creative Service's first Mac OS 9 Build using NetOctopus and ASR. Packaged and pushed new software, updates, upgrades and configuration changes over the network (central management). Restructured and redefined many aspects of workflow to increase efficiency and reduce downtime/waste. Researched and purchased all hardware and software for department. Created FileMaker database to track assets. Administered department's Xinet FullPress server.

Lippincott & Margulies (division of Marsh & McLennon) - Senior Mac Support Tech (Oct 99 - Oct 00)

Supported 70 users in NY, CA and MA. Configured, maintained and administered AppleShare IP File Server, Filemaker Pro Database Server, Eudora Internet Mail Server, Retrospect Backup Server, Macintosh workstations and Powerbooks. Supported a wide range of peripherals, including flatbed scanners, digital cameras; workgroup laser printers; Palm devices and conference room projector equipment.

Color Wheel - Production Technician (Jan 89 - Sep 99)

Began in C-Print production (small to mural sized prints, large format copy camera, etc.). Advanced later to digital output services (Iris, Lambda, CLC, NovaJet, etc.). Image retouching and troubleshooting client files, scanning. Over time provided an increased amount of on site Macintosh workstation maintenance and support.

Color By Pergament - Service Bureau Technician (Jan 86 - Jan 89)

Began in their one hour lab (O'Henry Film Works) and rapidly moved over to professional services. Began with convention photo printing, moved on to copy camera and internegative work, then on to murals and custom prints.

US Army - Field Artillery, Special Weapons (Jan 79 - Jan 85)

Enlisted (Field Artillery, 13B) . Was selected to join Special Weapons team (secret clearance). Stationed in Izmit Turkey (USAEUR; Tuslog Det 97), Schweinfurt Germany (1st Battalion, 76th FA) and FT Campbell Kentucky (2nd Battalion, 31st FA; 101st Airborne). Expert marksman. Honor graduate, Non Commissioned Officer's Academy.

Software and Hardware Experience

Software

Macintosh OS X client and server (Open Directory, High Availability, XSan, file services, etc.). Xinet (FullPress, WebNative, Venture, Portal), GroupLogic (ExtremeZ-IP, MassTransit), Extensis (Universal Type Server, Font Reserve Server, Suitcase Server), Database (FMS), Quark (QuarkXPress, Quark License Administrator) and various backup servers. UNIX (vi, cron, scripting, logs, etc.). Applications (Adobe Photoshop, Illustrator, InDesign, Acrobat, FileMaker Pro, QuarkXPress, Microsoft Office, Apple Remote Desktop, Pagemaker, Netopia Timbuktu, etc.). Various independent apps such as LogGen, Iceberg, AppleJack, etc. Familiarity with Microsoft Windows (client/server), Backup Exec, TolisGroup Bru, etc.

Hardware

Apple servers, workstations, laptops, iPhone, Airport, etc. Printers (HP laser, Canon/Fiery laser copiers, etc.). Scanners, cameras, wireless (AirPort, SonicWALL, Netgear, Linksys, DD-WRT, etc.).

Training

Apple: "AppleCare MobileMe Tier 1 Support" (2009)
IO Integration (a Xinet integrator): "East Coast Training" (2008)
Xinet: "Xinet Advanced Administration" (2007)
Xinet: "Xinet Basic Administration" (2007)
Apple: "Directory Services Integration and Administration v10.4" (2007)
Gretag Macbeth: "Picture Perfect Color" (2007)
NetCom Information Technology: "Linux+"(2002)
Learning Tree International: "UNIX Introduction: Linux"(2001)
Morgan Stanley: "UNIX Introduction: Solaris"(2001)
MacWorld NYC 2001: "OS X in Depth"(2001)
MacWorld NYC 2000: "PDF For Prepress"(2000)
Eastman Kodak Company: "Kodak Internegative Workshop PCP-4E"(1989)
Eastman Kodak Company: "Kodak 2610/3510 Series 9 Color Printer Workshop"(1987)
Germain School of Photography: "Professional Career Photography"(1985-86)
US Army: Non Commissioned Officer's Academy (Honor Graduate 1982)

Personal

Non-smoker, recreational cyclist and tournament pool player.