

EDUCATION & CERTIFICATION

Fall 1995 – Spring 1998 THE AMERICAN UNIVERSITY Washington, D.C.

Major: Mathematical Statistics

Spring 2013 -

LESLEY UNIVERSITY

Cambridge, MA

MFA Creative Writing – Poetry

(Class of 2015)

Certification

A+ Hardware Certified: 2007

Operating Systems, Server Management Tools & Technologies

Full Range of Windows-Based systems, both desktop and server in standalone, workgroup or full enterprise network environment (complete with printers and various networked peripherals), Mac (Intermediate), Linux (beginner, LinuxMint Desktop) , Active Directory, OpenLDAP, Spiceworks Help Desk Management and Reporting, Manage Engine AD Manager, Novell e-Directory

Administration, Networking & Security

Basic Firewall administration, NTFS File Permissions, account creation (Active Directory, e-Directory, etc) Basic Group Policy administration, Symantec & Veritas Backup Exec, Symantec System Center, Barracuda Backup, HP Jet Admin, Windows Terminal Server, Sophos, AVG, Citrix

RDBMS and related tools

Microsoft SQL Server, MySQL, Microsoft Access, ErWin, TOAD

Languages and Scripting

HTML, CSS, SQL, PHP, JavaScript,

Productivity and Development Tools

Microsoft Office Suite (1997-2007), OpenOffice, Libre Office, Various web editing tools

Graphics

Adobe Photoshop, GIMP

PROFESSIONAL EXPERIENCE

Sr. Information Systems Specialist/ Help Desk Manager

Population Services International, Washington, DC, www.psi.org

7/2008 -12/2012

- Managed and Support the day-to-day Help desk troubleshooting; hardware and software installation and configuration; local area network setup and maintenance, break/fix issues, full range of desktop issues with standard COTS as well as custom software and utilities.
- Supported 300 headquarters users of Windows XP, Windows 7, Mac OSX
- Managed users in an Active Directory, Windows Server 2003/2008 environment.
- Provided remote support and consultation to our field offices in 65 countries on as needed basis, using RDP, TeamViewer, other remote screensharing tools and over the phone.
- Performed and documented initial troubleshooting for all support calls prior to resolution or escalating to internal or external support resources;

- Responsible for daily Help Desk functions including but not limited to:
 - created documentation, FAQs, How-To's and Service Advisories
 - help desk reporting
 - minor equipment purchasing
 - managed equipment inventory
 - equipment research and recommendation for staff

- Worked independently and collaboratively performing installs, updates, upgrades and repairs to hardware and software systems; desktop imaging

- Served as a liaison with PSI business units/departments, external vendors, and consultants;

- Supported and managed audio/video equipment (projectors, sounds systems and other media services)

- Assisted Senior System Administrators on project implementation efforts and other maintenance and support initiatives;

- Assisted with or created desktop-related IT policies, procedures and manuals;

- Implemented and Managed Google Apps Enterprise

- Managed Spiceworks help desk ticketing system

- Maintained enterprise and desktop patch management; endpoint security; Avaya phone systems

- Managed Lawson ERP system: new implementations; accounts; role-based security definition and administration; environment patching, 3rd Party integration

Network/System Administrator

Economic Policy Institute/ www.epi.org

Community IT Innovators (CITI), Washington, DC www.citidc.com

4/2005 – 7/2008

- Responsible for day-to-day LAN management (monitoring log, backups, anti-virus, installing/maintaining hardware and software, etc)

- Resolve Help Desk and troubleshooting tasks and escalate to Senior Engineer(s) if necessary

- Work with Senior Engineer(s) and other team members to develop, plan and implement new infrastructure for security, growth and efficiency

- Responsible for the support, management, documentation and maintenance of multiple client sites on a weekly basis

- Technologies in daily use: Windows based servers (NT-2008), Active Directory, Microsoft Exchange Server (5.5 – 2003), Microsoft Small Business Server, Veritas 9.1 and Symantec Backup 10, Symantec System Center, GFI MailEssentials and MailSecurity, and various other network management tools

Technical Lead/Consultant

OBVERSE, INC., Washington, DC www.obverse.net

8/2002 – 2/7/2005

- Managed all help desk and troubleshooting issues
- Project Manager overseeing the development of a Web-based case and incident management tracking system
- Managed and supported all day-to-day IT operations and initiatives
- On site consultant at Department of Human Services (MRDDA) Washington DC and Quality Trust, Inc.
- Translated customer needs into system requirements and contributed to each phase of development, from planning to implementation to go live
- Presented proposals, demonstrations to customers
- Coordinated with HIPPA consultant on compliance issues

Consultant

Management Systems & Solutions Inc. (MSSI), Landover, MD

12/2001 – 7/2002

- Co-developed information architecture and workflow based on internal business processes
- Managed and maintained (administering, troubleshooting, etc) all IT resources on the LAN, as well as interfacing with other resources on DC.GOV
- Part of a team that developed custom software to streamline and eliminate paper processes
- Developed training for custom in-house information systems and COTS software packages
- Project Manager for all new projects, tasks included requirements analysis, issues tracking and application development
- Worked with internal HIPPA Compliance Officer to ensure our compliance

Technical Lead/Manager

AVECTRA, Falls Church, VA www.avectra.com

3/2001 – 9/07/2001

- Primary technical contact for escalated technical issues
- Created custom Crystal Reports for clients' specific needs as well as for our own baseline code-base
- Troubleshoot application architecture issues, operating system level conflicts with our software as well as interacting regularly with clients about their troubleshooting needs
- Trained, mentored, guided new and existing members of the Customer Support Team, in the understanding of our application's components, architecture, modules, flow of the data through our data model, potential and known bugs, and the full spectrum of issues in dealing with Client/Server applications
- Managed and improved efficiency of internal processes and procedures for Production Deployment of our software, training employees, and various other tasks

Fred Joiner

1435 4th ST SW Unit B601
Washington, DC 20024
Phone: 202.251.5044
fred.joiner@gmail.com

- Frequently visited clients' sites for on-site consultation, providing consulting services for clients in need of Database Administration, Networking, Web Solutions
- Developed a strategy to increase Support revenue by extending more broad consulting services to existing clients

Software Developer

SMARTHINKING, INC., Washington, DC www.smarthinking.com

01/2001 – 03/2001

- Worked in a team environment, in day-to-day maintenance, enhancement, troubleshooting and debugging of our application
- Database design and administration (writing stored procedures, triggers, cursors, and creating tables)
- Administered multiple copies of the application DDL in both our Production and Development environments
- Implemented site wide error handling for various types of application errors
- Validated code base for site wide compliance with American Disabilities Act
- Operating Environment: Windows NT/2K, Red Hat Linux, Oracle 8i, Cold Fusion (fusebox methodology), and Perl

Web Developer / Database Developer

VOTENET SOLUTIONS INC., Washington, DC www.votenet.com

09/2000 – 12/2000

- Managed enhancement and maintenance of various high visibility online properties and Votenet's MSN properties
- Senior Developer of flagship product line (CapWeb2000 and Campaign Kits)
- Assisted the Database Administrator in all aspects of database maintenance and optimization of all of product lines
- Produced queries for Executive, Operations, Sales and administrative reports.
- Mapped out data import processes, procedures and execution from a third party Congressional Data provider
- Provided custom implementations to fit client needs, created simple graphics (banners) for client ad campaigns
- Used and Cold Fusion custom tags, structures and arrays
- Operating Environment: Windows NT/2K, Cold Fusion application framework, MS SQL Server

Developer/Consultant

ORITRONICS (no longer in business)

Laurel, MD

01/2000 – 12/2000

- Designed, developed and implemented the data environment for all in-house and client applications
- Researched and implemented scalable RDBMS solutions
- Maintained and enhanced our web properties and products
- Assisted in developing Ad Learn Enterprise platform (a multi-environment system that measure ad campaign metrics) for Advertising.com
- Developed and enhanced SQL queries for various business units
- Provided support for various departmental and operational initiatives (Financial, Administrative, Business Development, Marketing)
- Operating Environment: Windows 98/NT/2000, Red Hat Linux, ASP, MS SQL Server, mySQL

Lead Programmer Analyst

ABLAZE Business Systems, Inc., (now Avectra), Falls Church, VA www.avectra.com

2/1999 – 2/2000

- Responsible for providing system enhancements and fixes through composition and modification of customized client stored procedures and reports.
- Increased Support Division revenue by providing billable solutions for client third party software packages and onsite consultations
- Mentored and trained new employees in SQL Server systems, installation, configuration, stored procedures, and other database elements
- Worked closely with clients to ensure the functional efficiency of mission critical data sources.
- Responsible for SQL Server system performance tuning and troubleshooting
- Implemented maintenance plans to automate SQL Server and application processes
- Technical Lead on upgrading and installation of flagship product line; ABLAZE Enterprise Manager (32-Bit Client/Server Application).
- Authored the company's official manual documenting the process of how upgrade our flagship product line in a client's production environment
- Acted as a technical liaison to the Web Development team, to explain the intricacies of the data model.
- Operating Environment: Windows 98/NT/2K, MS SQL Server 6.5/7.0/2K, Crystal Reports 6/7/8, Visual Basic 6, MDAC 2.6, ODBC 3.5

Webmaster / Network Administrator/Help Desk Technician

DIAMOND CLUB INTERNATIONAL Lanham, MD

6/1997 – 2/1999

- Acted as the Technical and Business Development liaison between the company's service vendors for various operational needs (Electronic Funds Transfer, Fraud Check, Credit Reporting System, Sales and Marketing requests)
- Provided support, performance tuning for Access and SQL Server databases and database objects
- Installed, maintained, troubleshoot, and enhanced all network resources.
- Managed Employee Training program
- Developed Access databases application for IS/IT inventory, network problems, and other department Database applications
- Implemented Backup and Recovery plans
- Daily monitored all network and desktop resources
- Collaborated with Marketing Department, to develop the brand, logo and layout of the website
- Administered the PBX and LUCENT Definity Audix G3 phone switch environment on our outbound T1
- Administered all PBX users and voice mail accounts

WEBSITES

TEDxWDC (Webmaster) - <http://www.tedxwdc.com> – WordPress (Arras Theme), Custom Tags and Categories for separate slideshow.

Fred Joiner (Webmaster) - <http://www.fredjoiner.com>- WordPress (Arras Theme) – Migrated from fredjoiner.wordpress.com.

Anacostia Exposed (Webmaster/Curator) - www.anacostiaexposed.com – WordPress (Arras Theme)

Tidal Basin Review (Webmaster) – <http://www.tidalbasinreview.com> WordPress (Max Magazine Theme) – migrated from <http://thebasinblog.wordpress.com/>

Center For Mind Body Medicine – <http://www.cmbm.org> WordPress (Hulk Theme)t- troubleshooting and database restore.

DIVINECIPHER (Webmaster) – <http://www.divinecipher.com>