

# Michele Barone

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Golden, CO 80403

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## Summary of Technical Skills

- Provide all aspects of desktop support on the phone and in person. Includes Mac OS X through Yosemite and Windows 7, 8.1 10 installations and updates, Apple and 3<sup>rd</sup> party software installation, Mac and PC hardware troubleshooting and repair
- Server, network and desktop support including procurement, programming and maintenance of Mac OS X computers and iOS devices. OS installations and updates. Microsoft Office Suite Word, Excel and PowerPoint and multiple versions of Outlook on both Mac and Windows. Printer installation configuration and maintenance.
- iOS support for iPhones, iPads and iPods including iTunes backup and restore.
- Hardware, software and network support for Mac OS X 10.6 – 10.10 and Windows 7, 8.1 10.
- Specializing in Remote Access including Apple Screen Sharing to resolve issues remotely.
- Wireless network installations and support including Apple Airport and Airport Extreme.
- Specializing in custom support scenarios for small business and home computers and networks
- Excellent Customer Support Skills.
- Tier 2 and 3 telephone support
- Provide all aspects FileMaker 14 DBA support including Mac OS X Server operating system and Filemaker database upgrades and conversions. Design, development and maintenance of FileMaker databases and tables.
- Website development utilizing either Wordpress and/or custom HTML, CSS, JavaScript in conjunction with PHP connections to MySql and Oracle databases.
- Computer Science classroom instruction and course development
- Provided all levels of computer system and network support in large heterogeneous computing environments including Mac OS Desktop and Server, Windows Server, Windows XP, 7, 8, 10, Exchange Server, IIS, UNIX and Linux.

## Employment Experience

### Wondervu Consulting Services

2002-present

31630 Hilltop Road Golden, CO 80403 303-642-0433

Providing all aspects of Computer, Network and Web Design Consulting for home and business clients.

### Technical Experience

- Provide all aspects of desktop support on the phone and in person. Includes Mac OS X through Yosemite and Windows 7, 8.1 10 installations and updates, Apple and 3<sup>rd</sup> party software installation, Mac and PC hardware troubleshooting and repair.
- iOS support for iPhones, iPads and iPods including iTunes backup and restore.
- Familiar with Time Machine OS configuration, plist editing, Mac OS X terminal command line.
- Excellent Customer Support Skills.
- Wireless network installations and support including Apple Airport and Airport Extreme.
- Server, network and desktop support for K-12 schools, including procurement, programming, maintenance and management of Mac OS X and Windows installations and updates. Update and patch management for Microsoft Office Suite and multiple versions of Outlook. Printer installation configuration and maintenance.
- Extensive knowledge of security issues and best practices.
- Website development utilizing either Wordpress and/or customized HTML, CSS and PHP connections to MySql databases using Adobe Creative Suite - Dreamweaver, Photoshop, Illustrator, Fireworks and Flash.
- Construction of E-Commerce websites.
- Research, selection, procurement, installation and support of all aspects of home and office networking and computer equipment for both Mac and PC.
- Tier 2 and 3 Online and telephone support of Unix Operating Systems including Solaris 10 and Linux
- Development of individualized customer training.

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**Sun Educational Services Division of Sun Microsystems**

1998–2002

500 Eldorado Blvd

Broomfield, Colorado 80021

**Technical Experience**

- Manager and Technical Lead of a Systems and Network Administration team that provided all levels of computer systems, network and user support.
- Server/Network hardware and software acquisition to meet Solaris online course delivery system requirements (24/7support).
- System and Network performance tuning.
- Review and selection of external ISP to host production servers including analysis of data center and network requirements.
- Network and TCP/IP security and firewall policy design and implementation
- The following environments were designed and maintained in support of e-learning software development research:
  - Utilized SMS to manage workstations in WindowsNT Network Domain and later Server 2003
  - Apple Mac workstations.
  - Multiple versions of Solaris (UNIX) Operating System on multiple hardware platforms including, Enterprise Server 4x00, E450, E3000, E6500, E6800 and Ultra workstations in redundant fault tolerant clusters..
  - Multiple servers running Oracle or MySQL Databases.
  - SAN, RAID and file system management using Veritas Volume Manager and Solstice Disk Suite software.
  - Installation, configuration and maintenance of web servers including Apache, iPlanet Application Server, Netscape Enterprise Server and JavaWebServer including proxy services.

**Educational Experience**

- Member of a team of curriculum developers tasked with the design of Solaris Systems, Network and Java Programming courses for both classroom and web delivery.
- Member of a team of software engineers tasked with the design, development and support of distance e-learning web presentation software written in Java.

**Research Experience**

- Lab manager for state of the art computer research lab.
- Design physical space and network requirements for multiple course development labs. Liaison to network design team, building architects and maintenance crews to configure new research labs to meet e-learning course development specifications.
- Design of networks providing lab and office workstation connectivity and support for all lab networking equipment including Cisco routers, switches and firewalls.

**SunLabs Division of Sun Microsystems**

1996-1998

315 E Hopkins Ave, Aspen, Colorado 81611

**Technical Experience**

- Architecture, design and implementation of multiple networks for Sun Wide Area Network (SWAN) and Internet connections including use of microwave networking.
- Cisco Routers, bridges, SunScreen EFS firewall, Solstice Site Manager, SunNet Manager.
- Set-up and maintenance of DNS, NIS, NFS, SMTP, NNTP, SNMP, and Sun's Metadisk.
- Installation and support of Apple Mac hardware and software used in website development.
- Creation of online documentation in HTML.
- Installation and maintenance of multiple Windows NT servers and workstations.

**Research Experience**

- Reported directly to Sun Microsystems co-founder and Chief Scientist, Bill Joy at his research and development Lab, Aspen Smallworks, where Java programming language was created.
- Installation and maintenance of Apache and IIS Web Servers used to support both research and local community development including support for the Aspen Institute and the Aspen Center for Physics networks.
- Responsible for network connectivity and security for Sun Microsystems proprietary and confidential research projects.
- Instrumental in design, installation and maintenance of research wireless network covering the entire city of Aspen.

**Colorado Mountain College**

PO Box 10001, Glenwood Springs, Colorado 81602

1996-1998  
(concurrently)

***Educational Experience***

- Adjunct Faculty member in Computer Information Systems Department.
- Provided an exciting and enthusiastic classroom environment for both traditional and continuing education students.
- Classes were accepted as transfer credit in an articulation agreement with the state of Colorado university system and other accredited degree programs.
- Curriculum development, course authoring and preparation.
- Utilized multimedia and web presentation for the following classes Networking Concepts, Using the Internet, Web Page Design and Creation, Introduction to the PC, Introduction to Computer Information Systems, Introduction to Operating Systems and Introduction to PC Applications.
- Course material and sample presentations available upon request.

**Previous Employment Experience**

**Abacus Direct Corporation** -Currently a Division of Double Click, Inc

Provided all levels of computer system and network support for a large heterogeneous computing environment for a company specializing in data modeling software development and sales.

**National Oceanic and Atmospheric Administration (NOAA)**

Computer Systems Analyst for Communication Network Systems  
Forecast Systems Laboratory (FSL).

**University of Colorado, Boulder**

Computer Systems Analyst - Institute of Cognitive Science  
Boulder, Colorado

***Education***

- Bachelor's of Science Degree in Computer Science from the State University of New York College at Brockport, May 1984 (as Michele Tompkins).
- Associate in Applied Science Degree in Computer programming from Genesee Community College, Batavia, NY, May 1981 (as Michele Tompkins).

***Community Service***

- Volunteer News and Public Affairs host at KGNU Radio Boulder
- Former volunteer Treasurer and member of the Board of Directors for KGNU alternative grassroots community radio.
- Website design, development and maintenance for YES School supporting English as a second language

**References available upon request**