

Objective:

To resume my technology career after taking time to pursue other interests, and utilize my extensive technical experience and skills in an Information Technology position.

Profile/Summary:

Over 10 years experience with increasing management responsibilities for Computer Operations, Systems and Project Management, PC deployment networking and application support. Highly effective technical Senior IT Manager with extensive experience spearheading critical MIS systems for high-profile brokerage firms. Proficient at planning, implementing, and supporting complex networking, application, and desktop solutions. Well versed in championing corporate goals, policies, and procedures.

- Extensive background installing and supporting Microsoft operating systems and Office suite.
- Successfully managed or led many enterprise conversions/upgrades and network rollouts.
- Proven experience creating wide area networks for multiple locations across many states.
- Advanced troubleshooting and problem solving skills dedicated to continuous improvement.
- Effectively worked closely with management, end-users, vendors and service providers.
- Expert knowledge of Microsoft Office suite and command line scripting.

I have been heavily involved with the deployment and use of Computer Technology since the introduction and widespread use of personal computers. I have developed excellent planning and organizational skills an ability to motivate and influence others, and a demonstrated history of innovation, leadership and success.

Career Highlights:**R.J. Steichen & Company**

Reduced severe financial waste, slashed productivity losses, and avoided regulatory fines by converting failing IT operation, with up to several hours of downtime/day, to high-availability, top-producing organization.

Dramatically improved IT applications' quality by initiating new control processes that thoroughly tested systems prior to their implementation.

Enhanced data stability by implementing first all-inclusive, corporate-wide, centralized backup system.

Helped support increases to market data activity caused by industry decimalization by working closely with vendors to enable capacity upgrades to NASDAQ and ADP trading systems.

US Bancorp Piper Jaffray

Helped firm avoid unjustified long-term expenses by identifying issues associated with purchased product.

Principal Financial Securities / Hamilton Investments / Craig-Hallum, Inc.

Directly supported corporate merger goals by effectively consolidating numerous IT systems and desktop solutions utilized by up to 2000 users across numerous states.

Managed major equipment, circuit, voice, data cabling, and PBX installations to support relocation of Minneapolis users, data center, and trading department.

Led complete installation, rollout, and user training for major ADP Power Partner quote system implementation that impacted 53 company offices.

Cut IT maintenance costs and dramatically reduced workstation installation from 40 minutes to 5 minutes per machine during ADP-to-Reuters system conversion project.

Pioneered installation of ADP Partner for Windows market data system, becoming one of first brokerage firms in nation to implement Windows-based Market Data System.

Professional Experience:**Eden Prairie Schools ISD #272, Eden Prairie MN****2007-present****Bus Driver**

Perform daily vehicle inspection safely operate a school bus to pick up and drop off students at neighborhood locations or schools, according to strict time schedules. Maintain order on the bus and enforce school safety standards and rules.

Home Depot, Plymouth MN**2005-present****Sales Associate (part time)**

Provide fast friendly customer service and product information related to items and services offered in the paint department, mix custom color paint.

Professional Experience continued**R.J. Steichen & Company, Minneapolis, MN****1999 – 2001****Management Information System (MIS) Director**

Managed team that included network engineer, business analyst, support technician, operator, and developers. Coordinated development of browser-based, client/server back office system that provided brokers' with updated client portfolio information and enabled them to accurately enter trade orders. Resolved data integrity/accuracy, system reliability, and user issues that arose from system crashes/downtime. Closely worked with team members to resolve cross-functional conflicts and to elevate department morale. Identified/resolved problems with virus protection software; developed batch disaster recovery procedures. Assumed role of SQL 7.0 database and BCS system administrator to supplement technical team shortages. Performed hands-on hardware and software installations, troubleshooting, and upgrades, when necessary.

US Bancorp Piper Jaffray, Minneapolis, MN**1998 – 1999****Client Liaison Manager & PC/LAN/WAN Technologist**

Supported Managed Asset Group's AXYS/MOXY project, as well as integration of Piper Jaffray systems with portfolio management, asset allocation, and trading tools used by brokers & 3rd party money managers. Traveled to remote money manager sites to train clients, fix technical problems, & resolve customer issues. Created nightly batch FTP/Import procedures; participated in corporate disaster/recovery exercise. Configured CITRIX servers to enable secure, remote access to corporate brokerage systems. Rolled out Attachmate Extra 3270 to 3000+ retail sales workstations.

Principal Financial Securities / Hamilton Investments / Craig-Hallum Inc. Minneapolis, MN**1995-1998****Distributed Systems Manager (1995 – 1998) / Principal Financial Securities**

Directed critical projects that successfully integrated multiple companies' proprietary and off-the-shelf software systems located in Minneapolis, Chicago, and Dallas into one consolidated solution. Managed geographically dispersed IT organization, which provided server, desktop, LAN/WAN, and technical support to over 1000 users located in 53 offices across 15 states. Led NetWare and Windows NT rollout onto 750 desktops distributed across 30 locations. Coordinated operating system upgrades that impacted 300 desktops at 23 different locations. Converted back office SIS system to ADP, set up user access levels, and configured static/pooled 3270 terminal and printer sessions for new service provider.

Craig-Hallum Inc.**Vice President (1991 – 1995) Assistant V.P. MIS (1990 – 1991) System Manager (1985 – 1990)**

Managed IT team, all corporate information systems, & numerous proprietary back-office applications. Upgraded five branches' bridged wide area network (WAN) to enable full integration with new parent company (Hamilton Investments) systems that included 23-branch TCP/IP routed environment. Created data-mapping utilities to convert in-house systems to Securities Industries Software (SIS) products.

Education Supplemental Training:

Normandale Community College Coursework in Business, Accounting, Computer Technology, Syntax, inc., CTX – 302.2 Metaframe Administration, 1999
 Benchmark Computer Systems, Inc., Novell 3.11 System Manager, 1992
 Digital Equipment Corporation, VMS System Management/Security, and VMS Performance Tuning, 1985
 I do Not have a BA, BS, MBA, PhD degree from any college, university, graduate school, or technical institution.

Certifications:

Microsoft Corporation MCP
 Windows NT Enterprise

Windows NT 4.0 Workstation
 Internetworking TCP/IP

Windows NT 4.0 Server
 Network Essentials

Technical Skills:

TCP/IP & FTP	WINS & IIS	Active Directory	DNS & DHCP	MS Exchange
MS Office/Outlook	Internet Explorer	Visual Basic Script	CMD Scripting	ADP, & SIS
Windows 95/98	Windows NT 4.0	Windows NT Server	Windows 2000	Windows XP
Netware 4.1	SQL Server	Windows Server 2003	Citrix Metaframe	IBM 3270

References available upon request