

# James D Abbott

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## Education

**Post-Baccalaureate** work (15 hrs) in Electronic Commerce - GPA 4.0  
Our Lady of the Lake University at San Antonio, Texas - May 1998

**Bachelor of Arts** in Computer Information Systems - GPA 3.12  
Our Lady of the Lake University at San Antonio, Texas - December 1994

## Certifications

**MCP (W2K), MCSA (W2K), & MCSE (W2K)** by Microsoft – November 22, 2003

**Network+ Certification** by CompTIA – March 23, 2001

**A+ Certification** by CompTIA – March 17, 2000

## Skills Summary

- Extensive and successful background in education and training within Information Systems, Information Management, Information Technology including Internet/Intranet operations;
- Accomplished track record to excel and succeed with 14+ years of "hands-on" experience within the IS/IM/IT environment, earning a solid reputation for productivity and professionalism;
- Proven ability to "keep up" and learn or create solutions needed in the Information Systems, Information Management, and Information Technology environments;
- Excellent communication, customer service, and diagnostic skills which lends to consistently solving complex problems;
- Proactive self-starter known to initiate processes or system improvements to increase stability and staff productivity.

## Computer Skills

- MS-Windows OS – 95/98/ME/XP-Home
  - MS-Windows Server (NT v4, 2000, & 2003)
  - MS-Publisher 95/97/2000/2002
  - MS-Exchange 5.5/2000 (including Outlook client)
  - MS-FrontPage 97/98/2000/2002
  - MAC OS X 10.2.8 & 10.3.4 (iMAC & PowerMAC)
  - BSA, GFI LanScan, HFNETCHECK Pro
  - McAfee and Norton Antivirus
  - Group-Policy, ADUC, and System Manager Consoles
  - TCP/IP, NetBEUI, NetBios, WINS, DNS, and DHCP
  - Intel LANDesk (v5-7.x) & Desktop Authority
  - BatchScript, VBScript and JavaScript
  - FTP / WWW / Telnet / HTML / SMTP / SNMP / Ping / Tracert
  - MS-Windows Pro Workstation – NT v4/2000/XP
  - SQL, ODBC, OWA, and IIS Support / Administration
  - MS-Office 95/97/2000/XP/2003
  - Active Directory with SUS/WUS
  - Pervasive Administration and Systems support
  - MS-IE, Netscape, Safari & Opera Browsers
  - VNC, Remote-Desktop, Script-Logic
  - MS-ICF and Norton Internet Security Pro
  - Ethernet and Fast Ethernet
  - Symantec Ghost and System Works
  - Hyena (v2.5-v5.x)
  - Apache/Tomcat integration to IIS
  - HP WebJetAdmin
- Structured Programming with VB 6 & 5, C++, SQL, Java, and Natural 2
  - Support of different Novell, UNIX, LINUX, and Apache/Tomcat servers

## Professional Experience

### ***CWS Group Leader*** **Purdue University, West Lafayette, IN**

### **Physical Facilities – Computing Services** **Oct 2002 – Sept 27, 2004 ◇ (promotion)**

I served as the Physical Facilities CWS Group Leader and supervised a staff named the Customer and Workstation Support Team. We supported Windows 2000 and XP workstations within both a Windows 2000 and Windows 2003 domain. This was a “hands-on” position that managed the day-to-day operations and support functions including project development for both workstation and software deployments. I implemented operational procedures of all IT equipment for the Physical Facilities area – supporting over 1,000 users not to mention over 1,500 pieces of equipment including: PCs, MACs, Laptops, PowerMACs, Printers, PDAs, Pen-tablets, Scanners, Pagers, and Cell-phones. I also continued my support role in LAN/Server/Systems Administration within the Physical Facilities Network Operations by supporting various servers (2000/2003) in Development, QA, and Production environments - not to mention continued administration of Active Directory and Exchange systems (2000) for 1000+ users. I helped support around 65 servers.

- Developed, installed, and implemented workstation and software deployments including policies, procedures, and standards by using IT Project Management Techniques and Symantec’s Ghost application (2000-pro and XP-pro workstations);
- Managed, researched, developed, documented, and implemented policies and standards for both hardware and software for all business units within Physical Facilities by using Active Directory and Group-Policies;
- Coordinated the analytical and technical work in the planning, designing, installing and supporting new (or re-installing existing) personal and network computer systems or peripheral equipment: including workstations, servers, printers, Scanners, PDAs, Cell-phones, pagers, etc;
- Maintained the security of all personal computing and peripheral environments - mainly using the LANDesk and Hyena applications which included patch deployment using Group-Policies, GFI, and HFNETCHECK Pro;
- Established good customer server relations with Physical Facilities users, and other departmental computing staffs on campus, to determine types of hardware and software required for business continuation;
- Delivered quality IT Project Management, computer consulting, training, and support-services including Helpdesk and other daily support functions with MS-Project and MS-Office applications;
- Migration experience from 2000-pro workstations to XP-pro workstations;
- Migration experience from Office 2000 to Office 2003 - including Outlook client;
- Evaluated and supported practical uses of software by working closely with Physical Facilities staff to learn, understand and support their business processes.

### ***R&D Group Leader*** **Purdue University, West Lafayette, IN**

### **Physical Facilities – Computing Services** **Sep 2001 - Sep 2002 ◇ (promotion)**

I served as the Physical Facilities’ Research & Development Group Leader, supervising the R&D Team for Computing Services. In a very “hands-on” position I was tasked to coordinate (and, in many cases, consulted) the development, implementation, and maintenance of new departmental computer systems for Physical Facilities within the administrative computing standards framework. These computer systems consisted mainly of software either built in-house or a purchased solution and then placed on new or existing Windows servers. I collaborated with other departmental and central administrative computing staff to provide quality computer consulting, training, and support services. I continued my role as LAN/Server/Systems Administration within this network by supporting various servers (NT v4/2000) in Development, QA, and Production - not to mention continued systems administration of Active Directory and Exchange systems (2000) for 1000+ users.

- Examined and recommended appropriate and practical uses of software by working closely with Physical Facilities staff in order to learn, understand, and support the business process or restrictions;
- Coordinated, delivered, and recommended training for use of these new tools;
- Analyzed and learned the business process within Physical Facilities in order to support the core applications, including legacy mainframe systems, to evaluate problems and to determine the best solutions;
- Identified opportunities for improvement and automation within many different systems;
- Developed new departmental applications to achieve such goals by analyzing, designing, programming, testing, troubleshooting, implementing, and then training users to use these new applications and develop new skills by using change management strategies;
- Redesigned business process and improved activities to monitor performance and capacity, while still ensuring standards were followed and goals achieved (using new PC / LAN hardware and software);
- Researched new computer trends, products, and services that would benefit the office, PF plant, and/or University by using quality management techniques;
- Supported new and existing computing software during system implementation and helped with departmental resources to assist with continuing support once established/renewed/installed;

*(R&D Group-Leader, continued)*

- Facilitated LAN administration activities, in conjunction with the Physical Facilities Network Coordinator (which included the installation of new servers (NT/2000/2003) associated with production, development and test environments and also supporting, monitoring, testing, and troubleshooting hardware and software problems at all systems level, including Exchange Systems);
- Provided resources to other staff regarding LAN hardware, network software and hardware issues (this included maintaining, analyzing, troubleshooting, and repairing computers, servers, network systems including their hardware, software, and peripherals associated with the production, development, and test environments, including Exchange Systems);
- Resolved customer problems with available departmental and administrative computing resources by monitoring functioning equipment to ensure systems operated in conformance with noted specifications, including Exchange systems.

Major projects which I served as a "hands-on" team leader were: Exchange Administrator (w/ OWA) lead & backup, Maximo (w/ IIS) pilot/implementation, Training Server revamp, Paging Services revamp, McAfee Anti-Virus protection expansion, Avanti / Persasive software upgrades and Document Management pilot/implementation (w/ SQL server installation and support), Windows domain & Exchange systems migrations, among others.

***Computing Initiatives Coordinator***  
**Purdue University, West Lafayette, IN**

**Physical Facilities – Computing Services**  
July 1999 - Aug 2001 ◇ (new position)

I served as Physical Facilities Systems Coordinator/Consultant to develop, design, implement and maintain new departmental computer systems for Physical Facilities within established computing standards and parameters. The "hands-on" duties included analyzing, supporting, and providing server and workstation installation, configuration, and support within environments that included Production, QA, and Development systems. I also contributed to the project definition, scheduling, and deployment of these new systems and the installation of software and computer equipment at both server and workstation levels. I began my role as LAN / Server / Systems Administration within this network by supporting various servers (NT v4/2000) in Development, QA, and Production - not to mention systems administration of Active Directory and Exchange systems (5.5 and 2000) for 1000+ users.

- Collaborated with Physical Facilities, other departmental and centralized computing staff, for which we provided quality computer consulting, work-load balancing, training and support services on a daily basis;
- Used effective troubleshooting on client/server, and network integration issues, as they related to the Windows workstation and server environments (like using PING or TRACERT; modifying WINS, DNS, DHCP; or other troubleshooting techniques);
- Installed and maintained Servers and OS for the Windows Server environment (NT v4 / 2000);
- Installed and maintained software and servers for the Exchange server environment (NT v4 / 2000);
- Supported defrag functions, among others, in public/private Exchange stores by using eseutil command Line switches;
- Helped implement 'brick-level' backups using Veritas Exchange server agent in Exchange 2000;
- Migration experience from Exchange 5.5 to Exchange 2000 and Active Directory;
- Participated in a successful Disaster Recovery of a completely failed Exchange 5.5 system;
- Migration experience from Pegasus mail to Exchange 5.5;
- Developed, coordinated, delivered and recommended training for the use of new tools and software;
- Migration and installation experience from 95/98 workstations to 2000-pro workstations;
- Implemented multi-tiered / client-server applications on servers and workstations for various departments;
- Demonstrated the ability to foster change and delivered strong business results using good communication, problem identification, documentation, and resolution as well as effective teamwork;
- Applied effective knowledge of database technologies, Visual Basic (5 & 6), VBScript, Oracle, and SQL in the development and implementation of software, both in-house and purchased.

***Programmer/Analyst for Database & Web Systems***  
**Purdue University, West Lafayette, IN**

**Dept of Entomology – CERIS – EXCERPT Project**  
Oct 1998 - Jun 1999 ◇ (relocation)

I formulated, communicated, developed, documented, implemented, and supported solutions to problems associated with database and Web applications. This was a PC workstation environment using VMS, DEC/Alpha and UNIX servers to run the database and Web applications.

- Planned, directed, and designed implementations of major modifications and new system development;
- Researched new technical developments and incorporated them into system enhancements using products such as Visual Studio 97 and 98;
- Created enhancements with the use of additional software such as Natural 2 for ADABase;
- Innovated change with the writing of programs for general office procedures, which were not automated, into an automated task that could be initiated by any office personnel;
- Standardized software that was written in HTML, JAVA script, VB 5.0, C++ 5.0, or Natural 2.

**Advancement Office Operations Director,  
Institutional Advancement Database Manager,  
and Director of Data Systems  
Our Lady of the Lake University, San Antonio, Texas**

**Office of Advancement/Development  
Jan 1995 - Aug 1998** ◇ (promotion)

My duties included supervision, management, and coordination of individuals and the processing of electronic information on departmental equipment and software including the Institutional Advancement Information System (IAIS). I was responsible for the direction of Advancement Office operations including the management of budgets, purchasing of equipment and office supplies, coordination of supplies for appeals, extraction requests on the IAIS and 'help-desk' functions. I also :

*(AOOD, IADM, & DDS positions, continued)*

- Recorded and acknowledged all financial transactions of all private donations (via appeals);
- Maintained, coordinated and troubleshot the IAIS and was the resource person for alumni-related information to the University community – this included installing workstations (95, 98) and servers (NT v4), some of which were integrated with SQL services;
- Prepared and compiled monthly financial reports of all IAIS activities for presentations to the Finance Division, Development and Alumni Divisions, President's Council and Board of Trustees, University President, as well as other statistical reports as requested;
- Served as key liaison to the University's Computer Center, Finance Department, Registrar's Office and Personnel Department within definition of certain projects and administrative procedures;
- Established the first systems that integrated data exchanges with core computing services;
- Trained Institutional Advancement personnel in computer software and provided support for divisional projects, events and functions as requested.

**University Webmaster**

(in conjunction with duties listed above)

**Our Lady of the Lake University, San Antonio, Texas**

**Office of Advancement/Development  
(Apr 1996 - Aug 1998)** ◇ (new position)

As Webmaster, I administered, supported, directed, and established the University's first web server/site; in this capacity I :

- Maintained official web pages on server in coordination with the University Relations Division and other divisions and colleges within the University;
- Designed, launched, and maintained the content of all-official University and departmental pages and, in some cases, the production of new pages/areas for the www.ollusa.edu site, including departmental pages as well as the official pages;
- Developed original graphics for the www.ollusa.edu site in conjunction with OLLU departments;
- Oversaw the technical management of the web site which included integration of approved content into the site;
- Managed files and maintained site as well as managed the database that included the coordination of the retrieval of pertinent information from the site to end-user;
- Archived and managed records;
- Installed an NT v4 server and integrated it with IIS services then supported this server on a day-to-day basis;
- Directed the technical support for problems related to the web site, programmed HTML and uploaded pages on to the site, and integrated all multimedia assets and applications into the site;
- Monitored quality control of the web site to include the evaluation of links and usability;
- Integrated new technologies into the web environment and maintained cross-platform and cross-browser compatibility, ensuring that the web site was accessible from a variety of different environments;
- Directed the desired 'look and feel' of the site within the parameters of University standards.

**Weekend Supervisor**

**Our Lady of the Lake University, San Antonio, Texas**

**Computer Services Department  
Aug 1993 - Dec 1994** ◇ (new position)

A permanent part-time position in Computer Services was created for me after I worked as work-study in the Grossman Computer Lab for over 1½ years. I assumed some of the supervisory staff responsibilities on the weekends in an effort to alleviate staff pressure and stress. I mastered a variety of software programs and server software, and serviced various types of users, co-worker accounts, and service needed; in this capacity I:

- Supervised and serviced four computing labs;
- Opened and closed all labs;
- Coordinated the implementation and usage of proper computer lab procedures by the work-studies under my supervision;
- Managed a UNIX server, 4 NOVELL servers and nearly 100 workstations;
- Monitored a team of at least 10 student workers.

*References, Salary History, and other achievements are available upon request*