

Tracy D. Anason

3620 SE 18th CT
Renton, WA 98058

425-793-5987
tracy@anason.com

OBJECTIVE

To obtain a position within a diverse environment where my knowledge, skills, and expertise are aptly utilized and challenged to meet the needs of a growing company.

HIGHLIGHTS OF QUALIFICATIONS

- Over six years of successful experience designing, managing, and supporting networks, websites, and systems.
- Customer focused, able to show tact and diplomacy in dealing with sensitive customer issues with major customer accounts, passionate and motivated to deliver a positive customer service.
- Strong understanding of the software lifecycle (specification, review, design, quality assurance concepts, and product delivery).
- Proven success in solving mission-critical Internet and intranet issues.
- Demonstrated ability to communicate from technical developer/administrator to management levels.
- Enthusiastic, imaginative, creative, quick to grasp new knowledge and ideas.

TECHNICAL SKILLS

Operating Systems: Linux, Solaris, Windows 9x – XP.

Technical Skills: Unix/Web Administration, Streaming Media and Content Creation, Dial-up Networking, Network Topology, Network Devices, Performance Monitoring, Firewalls, Web Design, HTML, HTTP, FTP, CGI, Perl, DNS, RADIUS, shell scripting.

Applications: MS Office (Word, Excel, Access, PowerPoint, Outlook, etc.), RealSystem Suite (Encoder/Producer, Server, Proxy, Player), Ethereal, Etherpeek, tcpdump, Perfmon, Cistron, Livingston, RadiusNT, Vircom, pcANYWHERE, Telnet, SSH, FTP, tar, gzip, Check Point FW-1, Visio, Adobe Photoshop, Frontpage.

Additional Skills: Project Management, Interpersonal and Communication Skills, Troubleshooting Skills, Technical and Project Documentation.

EXPERIENCE

SYSTEMS ENGINEER

7/2003 to Current

FileNet Corporation, Kirkland, WA

Roles/Responsibilities:

- Provide complex second level support for FileNet partners and Technical Consultants via telephone support, generated web cases, and other support channels as required.
- Actively participate in team and department level meetings to exchange technical knowledge via open discussion and transfer of information (TOI) sessions.
- Conduct independent case research using research tools, databases, knowledge bases, etc., in order to find solutions to customer reported problems.
- Create and conduct TOIs as required to share information across the team and department.
- Effectively utilize customer support skills to maintain a positive working relationship between FileNet and its customers and partners.
- To provide on-call support for FileNet partners and TCs once every 4 weekends.

Accomplishments (FileNet, Cont.):

- FileNet Content Services Certification
- Took vanguard position in learning newest product (E-Forms) and provided assistance and measured mentoring for other engineers.

PROJECT COORDINATOR / NETWORK ADMINISTRATOR (Contractor)

10/2002 to 5/2003

Puyallup Tribe of Indians, Renton, WA

Roles/Responsibilities:

- Responsible for all software and hardware support on a 200+ user TCP/IP-based network running a heterogeneous network of Windows NT and Linux. This includes, but is not limited to: Desktop PCs and peripherals, monitors, HP LaserJet and DeskJet printers, HP scanners, network cards, and uninterruptible power supplies, NT & Linux Servers, MS Office and OpenOffice productivity suites, and Veritas backup server.
- Managed and worked several projects including: Tribal Administration move, PBX audit, Asset Tracking, Software Licenses Audit, and Domain Consolidation and Migration.

Accomplishments:

- Project Managed, Organized, and Implemented Tribal Administration move to a new building as it pertained to Technologies. This included wiring, Nortel PBX, and Windows NT and MS Exchange Server 5.5 migration.
- Provided all levels of Technical Support for Puyallup Tribe during and after Administration move.
- Planned, organize, and implement a wide range of training activities for tribal members and employees.

TECHNICAL ACCOUNT MANAGER (TAM)

2/2000 to 8/2002

Real Networks Inc., Seattle, WA

Roles/Responsibilities:

- Technical Responsibilities: Performance tuning and optimization; Migration planning for upcoming releases; New feature requests or enhancements; Live streaming even planning; System deployment and integration; Problem diagnostics and troubleshooting; Infrastructure designs and topology; Test verification, regression, and problem reproductions.
- Management Responsibilities: Conduct regular on-site account consultations, evaluations, and demonstrations; Prepare agenda and drive weekly conference calls with accounts; Articulate feature requests to development; Collect and report customer problem reports adhering to internal bug reporting standards; Provide weekly status reports, executive summaries, and time reports to management and accounts; Driving open incidents, bugs, and feature requests through Media Systems for on-going development; Cross-departmental and cross-divisional communication.
- Partner Escalation: Drove issues to resolution between OEM Product Managers and 3rd party VARs such as AOL, RBN, Yahoo!, iBeam, Williams Communications. Diagnosed, troubleshoot, and tested all issues.

Accomplishments: (Real Networks, Cont.)

- Smarter Networking: Worked with Development team in developing 'smarter networking' in the RealOne Player on behalf of our Enterprise Customers (HP, Boeing, Morgan Stanley).
- RealOne Desktop Manager (RDM): Participated in the Spec Reviews and development cycle; Tested new builds; Worked with Beta partners to ensure all bugs and feature requirements were resolved.
- Helix (RealServer 9) Beta Program: Attended weekly Beta meetings; Wrote test plans for new features; Tested new builds, Worked with numerous beta participants in their testing.
- Testing Lab: Consolidated, designed, organized, installed and reconfigured, standardized, documented, and brought to life the Test Lab for use by Platinum group. This includes: IP assignments, conceived hostname schema, account creation and password management, patching and installing/removing software.
- Developed templates and RTFM documents: Documented server configurations, lab build out, and organized these and other documents on internal website.

NETWORK ENGINEER / WEBMISTRESS

9/1999 –10/2000

US Online.com, Inc., Wenatchee, WA

Roles/Responsibilities:

- Hostmistress: Maintained Linux and Solaris servers. Managed services including user accounts and access, FTP, DNS, and Log Analysis. Diagnosed and performed troubleshooting on all Unix servers.
- Gatemistress: Configuration and administration of Checkpoint Firewall-1 on Solaris 2.6 platform, including rule management and log analysis.
- Postmistress: Managed mail servers, adding/deleting/modifying user accounts, adding aliases, and working with virtual e-mail domains on Linux platform using Sendmail, IMAP, and POP3.
- Webmistress: Worked with the developers on websites, doing forms, website layout, content, database, and simple website security on Linux servers.

Accomplishments:

- National Roaming: Managed, maintained, tested, and supported solutions for 140+ member ISPs running a centralized authentication service on a Linux platform. Configured and tested roaming solutions (dial-up, radtest, ping, traceroute) on customers' Unix and NT platforms, using authentication products including: Cistron, Livingston RADIUS, Vircom, and RadiusNT. Identified software and/or network problems, solved, and documented solutions for diverse Authentication products.
- Start-up CD: Maintained and supported USO Start-Up CD. Gathered files, provided builds, tested in lab environment, documented, technical support, maintenance, and implementation of centralized Unix servers that held configurations and images for member ISPs.
- Server Migration: Migrated existing heterogeneous mix of Windows NT and Solaris OSes and their corresponding services to a Linux platform.

WEB ADMINISTRATOR/PROJECT MANAGER

1995 – 9/1999

Avenue 77 Web Services (KVEW TV), Kennewick, WA

Roles/Responsibilities:

- Network Administrator / Web Master: Maintained Linux and NT servers for Internet hosting purposes. Services such as: HTTP, FTP, IMAP, POP3, Sendmail, DNS, SSH, Backups, Log Analysis, and Security; Primary contact with InterNIC for domain name issues, registration, and ‘whois’ record maintenance (NIC handle TA4126).
- Project Management: Worked with different projects and clients to determine hosting needs and all aspects of configuration, implementation, and administration of servers and services; Consulted on Internet-related services, such as: website construction, research, and design; Promoting, testing, hosting, and publishing websites and other web-related services.
- Technical support: MS Windows, MS Access, Email, Web Proxy, Internet Access, and Password Administration;
- Engineer Assistant: Managed Engineering Maintenance & Repair reports; Responsible for creating and maintaining in-house Access database for licensing of software inventory; Responsible for in-house forms and accounts receivable.

Accomplishments:

- Avenue 77 Web Services: Conceived, designed, and managed web hosting/design division within parent company after success of web design for advertising clients.
- Co-located Web Server: Design and implementation of Linux-based server; migration of sites; configured DNS, sendmail, and other Internet-related services for Avenue77.
- Software Database: Creation of MS Access database for software license management, auditing, and reporting.
- Corporate websites: Designed and implemented the first corporate website for two sister stations (KVEW & KAPP).

EDUCATION

University of Washington

Seattle, WA

- 2001 – Basic Network Technologies
- 2002 – Unix Systems Administration Certification

*Columbia Basin College
Pasco, WA*

- 1995 – A.A., Emphasizing Computer Science and Psychology, GPA: 3.4

AFFILIATIONS

- 2001 – WebGrrls, Member (<http://www.webgrrls.com/>)
- 2002 – IGNITE for Girls (<http://www.ignite-us.org/>)

References available upon request