

Don A. Kruse

dkruse@firehaus.net

503-314-7361 mobile

<www.firehaus.net/resume>

Education

- Self educated in computer operating systems, hardware, and related technologies since 1984
- San Francisco Art Institute/
Fall 1984 - Spring 1988/Fine Art Film Major/recipient of the SFAI Community College Scholarship
- College of San Mateo/Fall 1982 - Spring 1984/Film Major

Knowledge Base

- Windows OS Client & Server
- Mac OS X Client & Server
- Linux (Fedora, Red Hat, Ubuntu)
- Network Administration, Configuration, and Troubleshooting
- Web Servers and Supporting Technologies
- Intranet Knowledge Management Implementation and Maintenance

Interests

- Photography
- Web site design & coding
- Videomaking
- Audio recording & mixing
- Hiking
- Mountain biking
- World history
- Fiction & non-fiction writing

Experience

Information Technology Manager/Stahancyk, Kent & Hook P.C./
Portland/OR/February 2005 - Present
<www.oregondivorce.com>

- sysadmin for 5 offices; network routers, switches, and servers; 100 client systems, 36 iPhones, multiple intranets, and dozens of active web sites
- provide technical infrastructure to external clients
- manage day-to-day and long term planning for desktop, mobile and server systems (Mac OS X and Open Source)
- mentor Technical Assistance staff
- provide expert witness testimony and computer forensics
- maintain, upgrade, and improve in-house mission critical Filemaker Solution (CRM, Case management, event planning, mailing, and more)
- implement extensive network technologies such as site-to-site VPN, DNS, DHCP, LDAP, Firewall, client access VPN, Mail, video conferencing, and an intranet using blog and wiki technologies
- implemented a Help Desk ticketing system also utilized by other internal departments

Product Support Specialist/Fujitsu Computer Products of America/
Storage Products Group/Hillsboro/OR/March 2004 - October 2004
<www.fcpa.com>

- advanced technical knowledge of mobile, desktop, and enterprise hard disk drives, RAID, SCSI, SATA, Fibre Channel, and other storage solutions
- handled incoming technical assistance requests from customers by phone, chat system, and email
- researched, tested, and created knowledge base articles for inclusion on external web site
- developed requirements for testing lab
- worked with third-party vendors, sales team, in-house engineering, and diverse technical resources to fulfill customer support needs

Manager, Information Technology/Cheskin/Redwood City/CA/December 2001 - October 2003
<www.cheskin.com>

- managed Windows Server Active Directory and Windows XP client environment
- managed successful relationships with IT consultants and contractors
- supported a largely mobile staff worldwide
- reduced telecommunications costs by over \$2000 per month while increasing available services
- implemented Sharepoint Services based intranet with a MS SQL backend
- fully supported Exchange Enterprise server
- provided day to day support while developing and implementing IT department goals

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Experience (continued)

IT Support Specialist Contractor/Beatnik, Inc./San Mateo/CA/September 2001

<www.beatnik.com>

- provided IT technical support for technology demos in Milan, Italy

Systems Engineer/Rosai Group, Inc./San Francisco/CA/April 2001 - July 2001

<www.rosai.com>

- provided outstanding on-site IT tech support as an Apple Service Specialist

IT Help Desk Specialist/Future Network USA (fmr Imagine Media, Inc.)/Brisbane/CA,/March 1999 - February 2001

<www.futurenetworkusa.com>

- day to day support of users, printers, and servers
- implemented extensive departmental intranet site
- programming and support of Nortel phone system
- coordinated set ups for all new hires (over 300 in one year!)
- scheduled, planned, and managed all interoffice moves (over 300 people moved!)

Facilities Coordinator and Quality Assurance/Organic Online Inc./San Francisco/CA/October 1996 - October 1998 <www.organic.com>

- managed and programmed Nortel phone system
- assisted the QA department as needed
- worked with general contractor to design suitable furniture for staff, conference rooms, and office equipment
- managed vendor accounts to keep costs on budget

Technical Editor Contractor/Health Level Seven (ISO standards document)/Ann Arbor/MI/February 1995 - March 1996

<www.hl7.org>

- edited 1100 page technical document and given a bonus for excellent execution on time and on budget