

## Don A. Kruse

dkruse@firehaus.net

503-314-7361 mobile

<[www.firehaus.net/resume](http://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 (Debian, Ubuntu, Suse, Red Hat)
- 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, Johnson & Hook P.C./Portland/OR/February 2005 - Present  
<[www.oregondivorce.com](http://www.oregondivorce.com)>

- sysadmin for 5 offices, 5 routers, 9 network servers, 80 client systems, multiple intranets, 4 active web sites, and 71 domains
- managed day-to-day and long term planning for desktop client and server systems (Mac OS X and Open Source)
- mentored Technical Assistance staff and provided training resources which led to the development of a corporate level secure Jabber chat system
- maintained, upgraded, and improved in-house mission critical Filemaker Pro Solution (CRM, Case management, time billing, event planning, mailing, and more)
- implemented extensive network technologies such as site-to-site VPN, DNS, DHCP, Firewall, client access VPN, Mail, video conferencing, and an intranet using weblog 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](http://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](http://www.cheskin.com)>

- managed Windows 2000 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 2000 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](http://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](http://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](http://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](http://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](http://www.hl7.org)>

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