Christopher S. Patterson

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Systems Engineer / Developer

Summary

- IT professional with 20 years of experience in hardware and software support, networking, systems integration, application management, and web application development on Windows, Macintosh, Linux, mobile, and cloud platforms

- Skilled at assessing requirements and recommending, coordinating, and implementing appropriate solutions to achieve client objectives

- Excellent customer service and interpersonal skills with a very strong technical background

Technical Skills

Domain Technologies:	Active Directory Domain Services, Group Policy, Windows Deployment Services, File and Storage Services, Printing and Document Services, DHCP Server, DNS Server
Server OS:	Microsoft Windows Server 2016/2012/2008/2003, Linux (Fedora, Ubuntu, CentOS)
Desktop OS:	Microsoft Windows 10/8/7/Vista/XP, Apple Macintosh OS X/macOS, Linux (Ubuntu, RHEL, Fedora, Debian), DOS
Mobile Devices:	iPhone, Android, BlackBerry
Server Hardware:	Dell PowerEdge servers, HP ProLiant servers, HP BladeCenter
NAS Hardware:	Netgear ReadyNAS, QNAP NAS, Buffalo NAS
Virtualization:	VMware ESXi/vSphere 5, Oracle VirtualBox, QNAP Virtualization Station
Desktop Deployment:	VMware View VDI, Stratodesk, FOG, Windows Deployment Services, Acronis True Image, Windows Backup, Clonezilla, Norton Ghost
Firewalls:	SonicWALL, TP-Link, SnapGear, Juniper
Routers:	SonicWALL, TP-Link, Netgear, D-Link, Linksys, Cisco, Nortel
Managed Switches:	Cisco, SMC, Foundry, HP, Dell, Linksys, Ubiquiti
Wireless APs:	Ubiquiti, SonicWALL, Cisco, Linksys, Netgear, D-Link, Buffalo, Belkin, Apple
VoIP Systems:	Trixbox CE (Asterisk) on CentOS, Aastra phones
Remote Access:	ScreenConnect, TeamViewer, Splashtop, LogMeIn, HP Remote Graphics, Apple Screen Sharing, VNC server/client, Symantec pcAnywhere, Terminal Server, Putty, SSH, Telnet
VPN Software:	equinux VPN Tracker, SonicWALL Global VPN Client
Network Protocols:	TCP/IP, NetBIOS, S/FTP, HTTP/S, SSH, Telnet
Video Distribution:	Gefen
Printers:	Laser, Inkjet, All-In-One, Dot Matrix (HP, Brother, Xerox, Canon, Toshiba, Samsung, Lexmark, Epson)
Database Systems:	MySQL, PostgreSQL, SQLite, Microsoft SQL Server, Microsoft Access, Google Datastore, MongoDB, Redis, FileMaker Pro
Programming:	Python, HTML5, CSS3, JavaScript, JSON, SQL, Java, ASP, VBScript, VBA, BASIC, Batch Files, Shell Scripting
Web Frameworks:	Django, Django REST framework, webapp2, Bootstrap, jQuery
Web Templating:	Django template language, Jinja2
Caching Systems:	Memcached
Message Queues:	Celery
Message Brokers:	RabbitMQ, Redis
Pub/Sub Messaging:	Pusher
Source Control:	Git
PaaS:	Heroku, Google App Engine, PythonAnywhere
Web Servers:	Apache, Microsoft IIS
Ticketing Systems:	Zendesk, Best Practical Request Tracker, FrontRange HEAT

Backup Software:	Veeam, IDrive, CrashPlan, Acronis True Image, Windows Backup, NTBackup, rsync, 2BrightSparks SyncBackSE, PathSync, Apple Time Machine, Memeo Instant Backup
Cloud Storage:	Egnyte, Dropbox, Google Cloud Storage, Google Drive, Amazon Drive, Microsoft OneDrive, EMC Mozy, SpiderOak, SugarSync, Box, MEGA
Anti-virus/malware:	Symantec, McAfee, ESET NOD32, AVG, Microsoft Security Essentials/Windows Defender, Kaspersky, Avast, Webroot SecureAnywhere, Malwarebytes
Client Software:	Microsoft Office 365/2016/2013/2010/2007/2003, Microsoft Office 2011/2008 for Mac, Microsoft Teams, Microsoft Visio, Mozilla Thunderbird, Apple Mail, Lojack, Adobe CC/CS5.5, Autodesk Maya, Autodesk MotionBuilder, Skype, Boxcryptor
Other Skills:	Client relationship management, Technical staffing sales, Technical recruiting, Scripted application installation, Scripted environment customization, Cabling

Professional Experience

C. PATTERSON IT, LLC – Stewartsville, NJ
IT business solutions provider.
IT Consultant/ 2012 to present

- Provide consulting services for SMB and residential customers, including needs-assessment, estimation, recovery, repair, hardware and software procurement, installation, configuration, upgrades, optimization, maintenance, networking, and training.

- Design, develop, deploy, and maintain secure web applications using Python, Django, HTML5, CSS3, JavaScript, JSON, jQuery, Bootstrap, RESTful APIs, Pusher, Celery, RabbitMQ, Redis, MySQL, PostgreSQL, and SQLite.

- Clients have included:

  > Acrow Corporation of America, Parsippany, NJ
  > Bernards Township Library, Basking Ridge, NJ
  > Clarence Dillon Public Library, Bedminster, NJ
  > Computer Sharp, Chester, NJ
  > St. Jacques Marketing, Morristown, NJ

COMPUTER SHARP – Chester, NJ
IT managed services provider.
Head Systems/Network Engineer/ 2012 to 2017

- Provided IT solutions to businesses and organizations, including help desk, computer support, purchasing, installation, maintenance, and networking.

- Clients included:

  > Alligent BioPharm Consulting, LLC, Warren, NJ
  > Bernardsville Public Library, Bernardsville, NJ
  > Chester Library, Chester, NJ
  > Clarence Dillon Public Library, Bedminster, NJ
  > Dover Free Public Library, Dover, NJ
  > East Hanover Library, East Hanover, NJ
  > Fischer Barr & Wissinger LLC, Parsippany, NJ
  > Globex International, Chester, NJ
  > Good Shepherd Lutheran Church, Somerville, NJ
  > Kemmerer Library, New Vernon, NJ
  > Library of the Chathams, Chatham, NJ
  > Lincoln Park Public Library, Lincoln Park, NJ
  > Madison Public Library, Madison, NJ
  > Mama's Restaurant & Café Baci, Hackettstown, NJ
  > Morris Automated Information Network, Morristown, NJ
  > Mountain Lakes Library, Mountain Lakes, NJ
  > Parsippany-Troy Hills Public Library System, Parsippany, NJ
  > PortaSeal, LLC, Morristown, NJ
  > Silverstein Eye, Chester, NJ
  > Wharton Public Library, Wharton, NJ

ROBERT HALF TECHNOLOGY – Paramus, NJ
Technology division of Robert Half International, the largest specialized staffing firm in the world.
Account Executive/ 2011 to 2012

- Developed business relationships with HR and IT departments at companies in northeastern NJ and Rockland County, NY.
- Recruited and interviewed IT candidates for placement at companies in local and surrounding territories.

SJM NETWORKS – Los Angeles, CA
Consulting firm offering IT implementation and support in the entertainment industry.
Systems Administrator/ 2010 to 2011

- Provided systems and networking support for clients' in-house and remote projects.
- Procured and tested hardware for expansion of client's facilities.

GRIBBLE ENTERTAINMENT – Los Angeles, CA
Film production company associated with ImageMovers Digital and backed by Walt Disney Studios.
Systems Administrator/ 2008 to 2011

- Aided in data cabling the world's largest motion capture volume, including the design, implementation, and testing of video distribution.
- Performed Help Desk, Desk Side Support, and Systems and Network Administration services for Windows, Mac, Linux, and mobile users on Robert Zemeckis' production set and across several remote locations.
- Provided first- and second-level on-site support for all power and technology systems and maintained on-call availability for issue resolution after hours.
- Implemented, optimized, and managed workstation imaging system, including customizing scripted installs of specialized software applications.
- Built and maintained Windows render farm.
- Migrated production and editorial crew to new offices, including the design and implementation of a new network and servers.
- Migrated ImageMovers executive department away from ImageMovers Digital, including designing and implementing new multi-location network in addition to new servers and processes.

ZOIC STUDIOS – Culver City, CA
Visual effects company specializing in feature films, episodic television, commercials, video games, advertising design, and interactive online media.
Systems Engineer/ 2008

- Performed Help Desk, Desk Side Support, and Systems and Network Administration services for Windows, Mac, Linux, and mobile users at visual effects studio.
- Maintained Windows and Linux render farms.

HUMBUG ENTERTAINMENT – Los Angeles, CA
Film production company associated with ImageMovers Digital and backed by Walt Disney Studios.
Systems Administrator/ 2007 to 2008

- Managed all Help Desk, Desk Side Support, and Systems and Network Administration services on Robert Zemeckis' production set.
- Facilitated the building of motion capture pipeline and new Data Center, including the building, cabling, and maintenance of server racks, and the supervision of power and air conditioner installation.
- Provisioned, maintained, and documented VLANs, ports, and addresses, as well as constructed and installed new cable runs throughout two-building site.
- Provided first- and second-level on-site support for all power and technology systems and maintained on-call availability for issue resolution after hours.

IT SUPPORT & CONSULTING SERVICES – Maple Shade, NJ
IT business solutions provider.
IT Consultant/ 2003 to 2007

- Provided consulting services for small businesses and residential customers, including needs-assessment, estimation, recovery, repair, hardware and software procurement, installation, configuration, upgrades, optimization, maintenance, networking, and training.

- Clients included:

> Archer Steel Construction Co., Inc., Manalapan, NJ
> Global Technologies Group, Inc., King of Prussia, PA
> IBM Corporation, Armonk, NY
> Midlantic Construction LLC, Manasquan, NJ
> Quatro Systems / Interdata Technical Resources, Horsham, PA
> RCM Technologies, Inc., Parsippany, NJ
> Sintaks / Canon Business Solutions, Bridgeport, PA

COMMERCE BANCORP – Mount Laurel, NJ
Fastest growing bank on the east coast, focused on retail, eventually merged with TD Banknorth.
Systems Administrator, Enterprise Applications/ 2005 to 2007

- Collaborated with other IT divisions, including Mainframe Operations, Project Management, Data Communications, Storage, Software Distribution, Data Security, Help Desk, and NOC, in order to package, deploy, manage, and support various enterprise-level applications for corporate user base of up to 8000 employees at 475+ locations in the organization.

- Specified, installed, configured, secured, patched, and maintained over 80 Windows NT4, 2000, and 2003 servers, as well as maintained NetWare servers across multiple locations.

- Successfully facilitated the bank-wide transition of mainframe reporting system from DOS-based COLD to web-based TREEV application and managed and supported both systems in parallel during the transition.

Network Operations Center Specialist/ 2004 to 2005

- Performed real time monitoring of the network and served as second-level troubleshooting support for system and network related issues.

- Identified problems and implemented changes to enhance system efficiency and responsiveness.

- Responsibilities included minimizing system downtime, problem reporting, performing daily routine checklists, troubleshooting network related issues, and sending daily, weekly, and monthly reports.

ONEWORLD, INC. – New York, NY
Software solution developer, focusing on clients in the pharmaceutical and healthcare industries.
Solution Manager/Business Analyst/ 2000 to 2002

- Managed development, from needs-assessment through rollout and support, of mission-critical, customized software applications and enhancements for Fortune 500 clients, particularly in the pharmaceutical industry.

- Acted as liaison between stakeholders, end-users, project management, and development team.

- Performed many duties including hardware procurement, requirements writing, acceptance testing, time-motion studies, decision support, and training, as well as hands-on tasks such as QA support, hardware and software maintenance and diagnostics, data mining, and data cleansing.

MUSCULOSKELETAL TRANSPLANT FOUNDATION – Edison, NJ
Nation's largest tissue bank.
Microsoft Office Developer/ 1999

- Managed development, from needs-assessment through rollout, training, and support, of secure automated tracking application using Access, Excel, and VBA.

Certifications

CompTIA A+
CompTIA Network+

Education

UDACITY.COM – Computer Science courses completed:
     CS046 - Introduction to Programming in Java (with Highest Distinction)
     CS101 - Introduction to Computer Science (with High Distinction)
     CS212 - Design of Computer Programs
     CS253 - Web Application Engineering (with Highest Distinction)
     CS255 - HTML5 Game Development (with High Distinction)
     CS262 - Programming Languages (with High Distinction)

     Computer Science courses in progress:
     CS258 - Software Testing

UNIVERSITY OF DELAWARE – Newark, DE – B.A. Chemistry, Minor in Biology, May 2000