

MICHAEL CUMMINGS

INFORMATION TECHNOLOGY MANAGEMENT

DATA PROCESSES & SOLUTIONS | DATA CENTERS | ONLINE/WIRELESS | NETWORK OPERATIONS

**Strategic Process & Technology Planning ... Network Management ... Field Support Supervision
IT Development & Management ... Budget Planning & Cost Control ... Process Improvement
Network & Client Server Operations ... Multiple Project Management ... Network Integration
Software & Ops System Migration & Deployment ... Staff Training & Development**

OVERVIEW & ACCOMPLISHMENTS

Result-driven, self-motivated IT Management professional dedicated to providing the vision and exemplary leadership necessary for implementing, managing and maintaining highly functioning IT Networks, Data Processing, and integrated Hardware and Software Technologies. Accurately assesses needs and takes the initiative in collaboratively developing scalable solutions strategically supporting hundreds of users in multiple departments.

Supervises and manages field operations teams in conjunction with executive management, internal staff, technology vendors, and customers. Analyzes all aspects of hardware and software system usability to ensure alignment with business goals and the maximization of budget resources and organizational assets. Recognized for outstanding support and services, process development and project management using CPM, ITIL and CMMI methods.

Accomplishments

- ❑ Led a regional team of 18 field engineers
- ❑ Led a 400 desktop system rollout of Windows 2000 including application suites
- ❑ Cultivated cross-functional relationships to quickly resolve critical business issues
- ❑ Mentored and developed teams on technical materials, procedures and policies
- ❑ Managed server migrations with zero down time
- ❑ Developed and implemented patch security management procedures

EXPERIENCE

Web / Middleware Technical Lead

(2008-Present) Computer Science Corporation / Boeing Co. – Responsible for instructing daily operations personnel on procedures and policies for all of Boeings' internal websites. Worked closely with the site owners / developers and database administrators ensuring the site was tested and moved properly for minimum disruption. Also performed partial webmaster duties for 3000 servers (each hosting 150 to 200 websites).

- Documented procedures for website standards including troubleshooting sections and the various types of websites including COM+, Cold Fusion, SSL, FrontPage extensions, WSSO and reverse proxy sites.
- Instructed personnel on new procedures and developed and documented procedures.
- Troubleshoot issues concerning COM+, Reverse proxy, WSSO (Web Single Sign On), SSL General IIS issues and Database connection issues (Oracle, MSSQL, Teradata, DB2).
- Developed and maintained teams internal websites using http, ColdFusion, ASP.NET, PHP, SSL

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Web Migration Technical Consultant

(2006 – 2008) Analysts International / Boeing Co., Kent, WA – Responsible for instructing daily operations personnel on procedures and policies for website migration from IIS 5.0 to IIS 6.0. Worked closely with the site owners / developers and database administrators ensuring the site was tested and moved properly for minimum disruption. Also performed partial webmaster duties for 300 servers (each hosting 150 to 200 websites).

- Documented procedures for website migrations including troubleshooting sections and the various types of websites including COM+, Cold Fusion, SSL, FrontPage extensions, WSSO and reverse proxy sites.
- Instructed personnel on migration procedures and developed and documented migration procedures.
- Troubleshoot migration issues concerning COM+, Reverse proxy, WSSO (Web Single Sign On), SSL General IIS issues and Database connection issues (Oracle, MSSQL, Teradata, DB2).

Team Lead / Regional System Engineer

(2005 – 2006) Getronics Corp., Seattle, WA – Responsible for knowledge transfer to and mentoring of Getronics field engineers on Dictaphone software related issues. Also maintained and troubleshot computer issues with Target, Home Depot, Mervyns and other major retail outlets.

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Getronics, continued . . .

- Installed, upgraded and troubleshot Dictaphone proprietary software on customers LANs and WANs, including customers' networks and OS issues, Client/Server Applications and web-based applications on IIS Servers.

Assistant Manager / System Engineer / Team Lead

(2003 – 2005) Dictaphone, Auburn, WA – Generated a high level of customer satisfaction and increased sales and service volume by maintaining contact with key customers and accounts. Responsibilities included assisting the District Service Manager in the administration of the District Service Department and providing proper supervision and career development of Technical lead for 18 field engineers in 10 states.

- Prepared performance appraisals and developed corrective measures and/or recommendations for performance. Conducted weekly service meetings for training and information sharing.
- Mentored and trained field engineers on new products and updates on existing applications and technology.
- Installed, upgraded and troubleshot proprietary software on customers LANs and WANs.
- Traveled to 10 states (AK, WA, OR, ID, MT, ND, SD, MN, IA, KS) to assist field engineers on upgrades, installs and fixes.

Assistant IT Manager / Senior Systems Engineer

(2001 – 2003) Solidworks, Los Angeles, CA – Responsible for the evaluation, selection and training of new products or services, comprehensive system analysis and progressive support methodologies. Also oversaw all systems procurement, testing, administration, configuring and maintaining the enterprise's LAN environment, including implementation, configuration, coordination, control, maintenance, troubleshooting, security, and the development of specialized procedures relating to the use of computer systems and the LAN environment.

Technical Support Engineer

(2000 – 2001) Access360.com, Irvine, CA – Responsible for providing technical support worldwide 24X7 via email, phone, and fax to customers and to in-house sales engineers and business partners. Responsible for escalating and tracking major issues to the Development and QA departments for resolution. Responsible for maintaining departmental test platforms and other technical resources.

Project Manager / Consultant / Senior Systems Engineer

(1997 – 2000) Xerox Global Services, Newport Beach, CA – Managed personnel for projects with budgets up to \$550K and responsible for the evaluation, selection and training of new products or services, comprehensive system analysis and progressive support methodologies for all LAN applications. Assisted sales force in presale technical details and worked closely with upper management in implementing sales agreements.

- Project managed \$550k budget for a 400 desktop rollout with Windows 2000 Pro and set of applications suites ahead of time and under budget. Managed 10 engineers including interviewing and hiring.
- Project managed \$150k budget and 5 engineers for server migration with zero downtime.

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LAN Analyst / Systems Engineer

(1995 – 1997) Avco Financial Services, Irvine, CA – Performed systems administration functions on 40 local OS/2servers and supported 800+ remote locations and 250 workstations (running OS/2 and Windows).

Contract Network Analyst

(1994 – 1995) McCaw Communications, Kirkland, WA – Supported an Enterprise network consisting of 10 Class B networks throughout the United States. Set up, configured and maintained Cisco routers and gateways. Worked closely with field technicians and other network support personnel to ensure standards were followed and problems solved with minimum effect on the end users.

Operations Manager & Computer Consultant

(1992 – 1994) MC2 Computer Consultants, Bellevue, WA – Evaluated systems and implemented new hardware and software, designed and coded custom software applications, carried out product research and testing and maintained hardware on older systems. Managed employees assignments and payroll, maintained budgets and managed contracts, and oversaw procurement of needed equipment for projects and installations

Programmer / Analyst

(1991 – 1992) Boeing Computer Services, Seattle, WA – Performed analysis, computer programming, data management, and teleprocessing activities provided analysis on existing and potential processes to develop, implemented, and maintained quality computer applications in the Commercial Airplane Support finance systems. Selected as a member of the systems software standards committee.

Contract Installation Technician

(1991 – 1991) IBM / TAD, Seattle, WA – Installed AS/400 minicomputers at off-site locations throughout Washington State and responsible for telecommunication testing, data migration from microcomputers to the AS/400 and running systems diagnostics.

CERTIFICATION | EDUCATION

Certifications	Management in the Technology Sector, University of Washington (Projected completion: June 2008) Microsoft MCSE MS TCP/IP for Windows MCSE Elective MS Proxy Server 2.0 MCSE Elective IBM OS/2 Warp4 Engineer (OS/2E) IBM DB/2 Administrator Certified Business Programmer (SPU/Boeing) Novell Certified NetWare Engineer 3.1x (CNE) Dell Warranty Parts Direct
BS	Computer Science: Information Technology, Trinity University, 2001
AAS	Architectural Technology, Arapahoe College, 1990
Training	Various advance computer courses, Learning Tree University, 1999

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References / Technical Addendum: Available By Request