

Experience

Apogee Software Ltd / 3D Realms Entertainment

1661 Northwest Highway Garland Texas 75041

April 1994 - Present

April 1994

- Started an entry level position doing Customer Support for computer games via telephone.

January 1995

- Customer Support via faxing and postal mail was added to my daily responsibilities

March 1996

- Internet Support (email and online) added to daily responsibilities.
- Wrote the scripts that we used until 2006 that would let a customer email autohelp@3drealms.com and receive interactive emails back for self-help support and assistance.
- Started processing all mail and fax orders entering them in the database, filling them, and mailing them.

August 1998

- Added all aspects of office manager. Handled ordering of all office supplies and equipment.

January 2000

- Became the System Administrator for companies in house Red Hat Linux Web Server.

February 2002

- Expanded web server to 3 Fedora Servers running 10 Domain's and the companies Forum server.
- Managed a Jira task management server
- Created and maintained a Subversion server that would later handle 100s of Gigs of Art/Code/Maps for the computer game *Duke Nukem Forever*.

July 2004

- Became Assistant to Vice President of Operations. Started handling reconciling of companies American Express Statements, Bank Statements, Online Sales Reports.

December 2006

- Managed the move of all web servers to an off site hosting company. Set up Fire Wall, Access Control, as well wrote scripts to monitor all the logs for any suspicious activity.

January 2009

- Created and launched a new online store for the company that is a low maintained store.

Pegasus Web Hosting - Owner / Sole Proprietor

Garland Texas

February 1997 - Present

- Run and secure 3 Linux servers open to the public with 60 Domains and 30+ Customers
- Update and continuously check servers for any illegal activity, as well as illegal access and security flaws.
- Took over and maintain a php Base Billing management system for automatically Sending monthly billing notices to customers and using it to keep up with all accounting

Qualifications

- Basic Accounting Skills
- Fluent with updating and maintaining security of open Linux and windows web servers.
- Team player as well as capable of working independently
- Quick learner, grasp new concepts and able to adapt to change and Self Starter

Technical Skills

- OS: Dos: MSDos (all versions), DrDos; Windows: 3.11 - Vista; Linux Platform: Ubuntu, Red Hat, Debian, Fedora, Gentoo, Mint, Xubuntu, and Symbian.
- *PROGRAMMING*: basic, Perl, Bash, Light Java & C++
- *SERVER APPLICATIONS*: Windows Server 2003 w/ Active Directory ,IIS, Exchange; Ubuntu Server Platform-Fedora Server w/ LAMP
- *WEB DEVELOPMENT/EDITORS*: HTML, CSS and PHP; CS3, Notepad++ v.5.4.2, Nano, Joe, EditPad Pro.
- *HARDWARE*: Desktop builds, repairs & upgrades; Laptop repairs & upgrades; HD reformat, partitioning, recovery; HP & Xerox printers; Driver installations;
- *NETWORKING*: Cisco VPN, Remote Desktop, LAN, Wireless and Wired routers
- *TICKETING SYSTEM*: Jira, Bugzilla and TaskFreak V1 & 2