

SCOTT CHRISTOPHER DONALD

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Searching for a stimulating position within an environment
that values creativity and technical innovation

EXPERIENCE

2010 – 2018

INSTALLATION ENGINEER, NCR CORPORATION

Contracted to manage installation of NCR and 3rd party solutions for NCR financial, retail, & telecom customers.

- Oversee or pre-stage new ATM deployments at customer sites or staging facilities
- Perform software installation, troubleshooting, & maintenance
- Perform field replacement orders / upgrades
- Provide support for large nationwide multi-vendor projects and deployments
- Provide regional training for incoming installers, and ongoing POC for field support issues
- Provide 100% ownership of all tasks performed seeing each through to completion
- Assisted in a two year Fiber conversion project at the Shell Refinery Martinez, CA.

2002 – 2010

NETWORK ENGINEER / SYSTEMS ADMINISTRATOR, INDEPENDENT CONTRACTOR

Provided a diverse range of technical services to organizations in need of innovative solutions to streamline, troubleshoot, or simply manage their information systems. Most notable clients have been of the following:

- **NCR** – Nation-wide Financial & Retail install projects serving as both lead & assistant installer.
- **Hewlett Packard** – Regional Network/POS install tech. contracted to British Telecom.
- **BT** (British Telecom) – Serve as Lead Network/POS installer for Best Buy Mobile rollout.
- **Best Buy** – Contracted through CTS1 to serve as Lead Network Support Technician.
- **VCA Inc.** – Performed as Lead Installer on Nation-wide Network refresh project.
- **The City of Sonoma CA.** – Installed and programmed audio automation for new jail facility.

1999 – 2002

SENIOR SYSTEMS ADMINISTRATOR / NETWORK ENGINEER, REEF N.A.

Responsible for keeping things running smoothly

- Provided technical assistance for a team of 250+ operating in a diverse multi-platform network
- Provided an organizational overhaul for a neglected server room
- Assisted in the integration of information systems during several partner acquisitions
- Created and implemented a company-wide security policy
- Provided level 3 support to the Reef internal development team and customer base
- Provided system administration support for CraigsList.org while co-located on the Reef network
- Developed and implemented policies and procedures for backup and disaster recovery

1998 – 1999

SYSTEMS ADMINISTRATOR/E-COMMERCE SPECIALIST, MITSUMI ELECTRONICS

Contracted for the initial development of MitsumiDirect.com

- Responsible for budgeting, purchasing, deploying and supporting all hardware for this project
- Responsible for negotiating a service contract with Verio, and use of their collocation facilities
- Created a custom Order Processing Engine and customer Support Knowledge Base

1995 – 1998

SYSTEMS ADMINISTRATOR, WHOLE EARTH ELECTRONIC LINK (THE WELL)

Responsible for supporting many areas of The WeLL ISP services.

- System Administration both internal and through direct contact with The WeLL Community
- Contributor to the Design and Maintenance of The WeLL external Customer Support website
- Administered The WeLL Commercial Web Hosting Services
- Assisted in relocating the Network facilities from Sausalito to China Basin Landing in SF
- Assisted with The WeLL/Hooked.net merger, establishing WENET.NET a national ISP
- Wore many hats and changed many light bulbs

1994 – 1995

LEVEL 2 TECHNICAL SUPPORT ENGINEER, THE LEARNING COMPANY

Responsible for directly supporting TLC educational software products

- Contracted to assist the Customer Support Team transition through a merger with Broderbund
- Liaison between Support & Development Teams resolving complex issues and escalations

EDUCATION

DECEMBER 1989

INTERNSHIP, MUSIC ANNEX, PALO ALTO, CA.

Assisted in the setup and teardown of recording sessions in a nationally acclaimed music recording facility for multi-platinum recording artists and voice-over productions. Maintained impeccable cleanliness and organizational standards in all areas of facility. Performed media duplication services, and light administration. Brewed over a thousand pots of coffee.

JUNE 1988

GRADUATE, CAPUCCINO HIGH SCHOOL, SAN BRUNO CA.

Graduate diploma in general studies received. Completed Regional Occupational Training course specializing in Air Travel Industries. Maintained a 3.8 grade average.

SKILLS

- Impeccable cabling and wire management skills.
- Can apply out of the box thinking to achieve real world solutions.
- Comfortable working on projects outside of my experience
- Excel at automating or streamlining repetitive procedures.
- Familiar with network penetration testing, vulnerability assessments, compliance reviews.
- Excellent organizational skills to complement thorough documentation of policies and procedures.
- Very thorough and detail oriented.
- Excellent problem solving skills.
- Possess a myriad of experiences to draw upon.
- Extensive structured cabling experience
- Adapts easily to the dynamics of a team environment and working independently.
- Passionate and proficient at writing code, turning a screw, and directing electrons.
- Fairly Decent at stringing interesting adjectives together for effective self-promotion.

ANNOTATION

“Do what you love and you’ll never work another day in your life”; an adage that has stuck with me through most of my life. Molding a childhood passion into a lifelong career has been very fulfilling and I rarely see my work as being laborious. The depth of my experience is twofold. The first being genetic; descending from a long line of master tradesmen / avionics engineers. The second being exposure to PC building and programming at the age of 10 by my father. From my early days as a professional musician my passion has created interesting opportunities in related fields of work, and has afforded my experience as a published technical writer/graphic artist, to several years as a professional touring production assistant. No matter what endeavor I seem embark on in life, the engineer in me always finds a way to earn the respect of my peers.

A stylized, handwritten signature in black ink, appearing to be 'S#D' with a large, sweeping flourish that loops around the letters.

Scott Donald