

ROBERT J KNOCHENMUS

741 Aspen Ct.
Allen, Texas 75002
Work - (214) 346-4747
Cell - (214) 728-0740

Career Objective: Information Technology Manager, with fifteen years of experience and extensive certification in Information Technology systems, seeks a position where management, software, hardware, networking, and programming skills will be applied to company profitability and development.

EDUCATION

UNIVERSITY OF CENTRAL OKLAHOMA, Edmond, Oklahoma
Bachelor of Science, Computer Science
Minor Emphasis: Business

COMMUNITY COLLEGE OF THE AIR FORCE
Associate of Science, Computer Science Technology

CERTIFICATION

CISCO CERTIFIED DESIGN ASSOCIATE (CCDA)
CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)
COMPTIA A+ CERTIFIED PROFESSIONAL
COMPTIA NETWORK+ CERTIFIED PROFESSIONAL
MICROSOFT CERTIFIED PROFESSIONAL +INTERNET (MCP+I)
MICROSOFT CERTIFIED SYSTEMS ENGINEER (MCSE) 4.0
MICROSOFT CERTIFIED SYSTEMS ENGINEER (MCSE) 2000
NORTEL ALTEON CERTIFIED ADMINISTRATOR (ACA)
NORTEL ALTEON CERTIFIED ENGINEER (ACE)
NOVELL CERTIFIED NETWARE ENGINEER (CNE) 3.X
NOVELL CERTIFIED NETWARE ENGINEER (CNE) 4.X
NOVELL CERTIFIED NETWARE ENGINEER (CNE) IntranetWare
NOVELL CERTIFIED NETWARE ENGINEER (CNE) 5.X
NOVELL CERTIFIED NOVELL SALESPERSON (CNS)

HIGHLIGHTS OF QUALIFICATIONS

Management: Hiring, coaching, and topgrading personnel. Budget planning, contract selection, vendor negotiation, and purchase order creation and execution. Process reengineering and project management/delegation/task force creation. Presentation of capacity planning and metric reports to upper management. Accountability and responsibility for delivery of 100% system uptime SLAs.

Networking: Design, installation, and support of all aspects of colocation ecommerce and corporate networks including servers, desktops, firewalls, load balancers, SSL accelerators, routers, switches, dual factor authentication systems, and intrusion detection systems. Network packet capture and analysis for troubleshooting internal and external client issues.

Software: Customization and support of Customer Relationship Management (CRM) applications including Clientele, Magic, PeopleSoft, and TrackWeb. Oracle database tuning and support. Support of Microsoft applications such as Office, Exchange, IIS, and SQL Server. Novell NetWare.

Software Development: Design, coding, testing, implementation, and support of programs written in Assembler, Visual Basic, and Turbo Pascal for tracking and monitoring critical systems, automating processes, converting and manipulating data for integration between different hardware platforms, and for integrating with ODBC and SQL database software applications. Design and customization of HTML and ASP using client and server side VBScript and JavaScript.

Security: Top Secret Clearance from the United States Air Force as well as a security clearance from the Federal Government General Services Administration. Firewall ruleset configuration and

troubleshooting. Administration of client security audits, conference calls, and RFPs.

————— **PROFESSIONAL EXPERIENCE** —————

Aug 2000 to Present

Director, Information Technology

TRX, INC.

Dallas, Texas

- All facets of IT personnel management, including: hiring, coaching, and topgrading subordinates.
- Budget planning, contract selection, vendor negotiation, and purchase order creation/execution.
- Process reengineering, project management, delegation, and task force creation.
- Capacity planning and system metrics reporting and analysis.
- Accountability and responsibility for delivery of 100% uptime SLAs.
- Travel to major client offices to troubleshoot issues and serve as a technical liaison.
- Management of third party offsite hosting facility relationships, contracts, and billing.
- Design, installation, and support of Cisco routers, Cisco switches, Nokia Check Point firewalls, Nortel Alteon and Radware load balancers, Nortel Alteon SSL accelerators, RSA SecurID dual factor authentication systems, and RealSecure ISS intrusion detection systems.
- Installation and support of Sun, HP Compaq Alpha, IBM Itanium, and Intel PC servers.
- Network packet capture and analysis for troubleshooting internal and external client issues.
- Administration of client security audits, conference calls, and RFPs/questionnaires.
- Analysis of Oracle and SQL code for performance improvement of ecommerce systems.
- Customization of CRM applications including Clientele, Magic, PeopleSoft, and TrackWeb.
- Support of Microsoft applications such as Office, Exchange, IIS, and SQL Server.
- Design and customization of HTML and ASP using VBScript and JavaScript.

Apr 2000 to July 2000

Self Employed Network Engineer/Instructor/Programmer

OKPC SOLUTIONS

Oklahoma City, Oklahoma

- Help desk, dial-in remote, and on-site support for networks throughout the state of Oklahoma.
- Design, installation, and support of hardware, software, and networking operating system software of medium and large Novell and NT networks.
- Computer network upgrades and implementation of frame relay, ISDN, and DSL connectivity.
- Design, coding, testing, and implementation of programs written in Visual Basic and Turbo Pascal for tracking and monitoring critical customer systems, automating processes, and manipulating data for integration between different hardware platforms and applications.
- Design and instruction of Microsoft MCSE training courses, including all manuals and labs.

Nov 1994 to Apr 2000

Computer Network Engineer/Programmer

TRAVIS BUSINESS SYSTEMS

Oklahoma City, Oklahoma

- Help desk, dial-in remote, and on-site support for networks throughout the state of Oklahoma.
- Design, installation, and support of hardware, software, and networking operating system software of medium and large Novell and NT networks.
- Design and support of multi-protocol token ring and ethernet networks with internet and WAN connectivity using ISDN, DSL, Frame Relay, and T1 circuits.
- Design and support of networks using Adtran, Ascend Pipeline, and Cisco routers, and 3Com, SMC, and other dual speed hubs and switches.
- Network fault tolerance and speed analysis.
- Installation and support of Novell 2.x 3.x, 4.x, and 5.x and Windows NT 3.51 and 4.0 servers.
- Configuration and support of Novell Web Server and Groupwise email systems.
- Installation and support of Microsoft Internet Information Server and Exchange email systems.
- Support of several software applications including: CTI Squared Telephony Unified Messaging Systems, Westbrook Technologies File Magic and Hyland Onbase document imaging systems, Crescendo Medrite and Lanier Medword digital dictation and transcription systems.
- Design, coding, testing, and implementation of programs written in Visual Basic and Turbo Pascal for tracking and monitoring critical customer systems, automating processes, and manipulating data for integration between different hardware platforms and applications.

Jan 1991 to Nov 1994
Computer Network Engineer/Programmer

UNITED STATES AIR FORCE
Tinker Air Force Base, Oklahoma

- Installation, configuration, and maintenance of personal computer hardware and DOS 3.X - 5.X and Windows 3.X and NT 3.51.
- Configuration and maintenance of Microsoft Mail systems and Novell file servers.
- Design, coding, testing, and implementation of programs written in Ada and Turbo Pascal for automating processes and manipulating data.

Over 100 references available upon request...