

## Tim Patterson

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### Professional Summary

Experienced in technical support, customer service, software and hardware support, the Linux operating system, network cabling, web development and hosting, knowledge of various databases and web development languages, and great troubleshooting skills. I learn quickly, adapt to new situations and get up to speed in a short amount of time.

For the past three and a half years I worked as a Data Center Tech II at a data center in Austin, Texas.

### Skills and Knowledge

#### Operating Systems

Mac OS 7.1 through OS X, MS DOS, Windows 3.x through Windows 7, and Linux/UNIX. I currently use Ubuntu Linux as my primary desktop OS, and for several years used Slackware Linux for servers (web, email and DNS).

#### Development Languages

PHP, HTML, CSS, JavaScript, Tcl (long ago), SQL (mostly MySQL and Oracle), some Perl, CFML (Cold Fusion 5.x, not recent), and some ASP VB Script (not recent).

#### Tools and Services

Apache web server, Sendmail, DNS/Bind, MySQL, FTP/telnet/SSH/etc., Zend Studio, Vignette StoryServer 4.x/5.x, Cold Fusion 5.x, Oracle SQL+, MS Office, Adobe Photoshop and Illustrator, Apple Quicktime VR Authoring Studio, Visio (for MySQL schemas, etc.), as well as any and all Internet related software.

### Employment History

Data Foundry / Texas.net  
4701 E. Ben White Blvd., Suite 1000  
Austin, TX 78741  
(512) 684-9000

05/2008 to 12/2011  
Data Center Tech II  
<http://www.datafoundry.com>

- Assist data center co-location customers.
- Texas.net telephone technical support.
- DNS changes, email and web hosting support.
- Broadband circuit monitoring and technical support.
- Network and internal server monitoring and escalation.
- Occasional Cat5/6 and fiber optic cabling.

AT&T Mobility (formerly Cingular, formerly AT&T Wireless)  
4544 S. Lamar Boulevard  
Austin, TX 78745  
(512) 436-7697

09/2004 to 05/2008  
Consumer Data Support  
<http://wireless.att.com>  
<http://www.cingular.com>

- Worked as a "mentor" to other data support reps November 2006 to April 2007.
- RIM BlackBerry provisioning, support and troubleshooting.
- Palm OS and Windows Mobile based PDA support.
- Support GPRS/EDGE/UMTS laptop and mobile phone tethering via BlueTooth and USB and aircards.

Porch Puppy Online  
1875 E. Kirkland Lane  
Tempe, AZ 85281-4421  
(602) 373-8633

(started part-time) 06/2001 to 09/2004  
Web Developer  
Database Developer  
<http://www.porchpuppyonline.com>

- PHP programming and MySQL database development.
- Met with clients to determine needs and site requirements, created spec documents and plans.
- Developed numerous web-based content management systems and online shopping cart systems.
- Performed Linux system administration tasks as needed (Apache/PHP, MySQL, Bind (DNS), and Sendmail).
- Also did basic network setup, including running Cat-5 cabling, for some clients.

Hoovers Online, Inc.  
5800 Airport Boulevard  
Austin, TX 78752  
(512) 374-4500

04/2000 to 09/2002  
Programmer I  
Web Developer  
<http://www.hoovers.com>

- PHP programming and MySQL development.
- Vignette StoryServer 4.x and 5.x template programming using mostly Tcl, SQL and HTML.
- JavaScript programming.
- Some Perl programming (one project).

Action Performance / GoRacing.com  
4707 E. Baseline Road  
Phoenix, AZ 85042  
(602) 337-3700

11/1999 to 03/2000  
Web Developer  
<http://www.goracing.com>  
<http://www.action-performance.com>

- Developed NASCAR driver and equipment vendor (Simpson, etc..) web sites.
- Vignette StoryServer 4.2 template programming using Tcl, SQL and HTML.
- JavaScript Programming.
- Was Dale Jarrett's (#88) webmaster when he won the Winston Cup championship in 1999/2000 season.

ILX Resorts Incorporated  
3840 N. 16<sup>th</sup> Street  
Phoenix, AZ 85016  
(602) 957-2777

01/1999 to 12/1999  
Web Developer  
System Administrator  
<http://www.ilxresorts.com>

- Maintained corporate web sites on both Linux/Apache and Windows NT/IIS web servers running multiple virtual domains for the other resorts.
- PHP, ASP, SQL and JavaScript development.
- Created graphics using Adobe Photoshop and Illustrator.
- Created "Virtual Tours" of resort suites using Apple Quicktime VR Authoring Studio, a digital camera, on a Mac.
- Set up and maintained mail server and two DNS servers running Bind 8.x on Slackware Linux.
- Maintained Cisco PIX firewall.

Winstar Broadband Services, Inc. (formerly Goodnet)  
4742 N. 24<sup>th</sup> Street, Suite 290  
Phoenix, AZ 85016  
(602) 648-1000

04/1998 to 03/1999  
Network Support Technician  
<http://www.winstar.com>  
<http://www.goodnet.com>

- Monitored all broadband customer dedicated circuits, in addition to monitoring all Winstar and Goodnet servers.
- Opened trouble tickets on all problems, following them through to resolution with Winstar engineers, system administrators, local telcos, and major network backbone carriers to resolve outages and restore connectivity.

## Education

- Graduated from Ironwood High School in Glendale, Arizona.
- Attended Phoenix College.
- Successfully completed the Vignette Basic Site Development course, May 2000.
- BlackBerry® Certified Support Associate T1 v4.0, October 2007
- BlackBerry® Certified Support Associate T1 v4.1, October 2007