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# DANIEL J. WHITE

PO Box 1227  
Chelan, Washington 98816

(509) 670-8948  
dan@cpservers.com

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## SUMMARY OF QUALIFICATIONS

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Self-starting and goal-oriented system engineering and security professional with exceptional communication skills and ability to read and understand complex technical documents and multitask diverse functions. Proven record of proactive planning with quick and efficient problem solving capacity. Strong experience implementing networks and administrating multi-platform systems in fast-paced environments. Demonstrated ability to initiate highly beneficial system and process improvements that generate opportunities for business growth and enhance staff productivity.

## TECHNICAL EXPERTISE

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### Network/Server Environments

- MS 2003 Active Directory
- Exchange 2003
- Windows Small Business Server
- Windows XP Professional
- Ethernet/LAN/WAN
- Windows for Workstations
- Microsoft Office Suite 2003
- Terminal Server
- Cisco IOS VPN/Firewall

### Network Management

- Layer 3 Routing/Protocol
- Layer 2 Traffic Management
- VLANS/STP/QOS
- Packet Sniffing
- Network Monitoring
- Authentication Methods
- Wireless Broadband
- Sonnet Optical Networking
- Fiber Optic Switching

### Server Management

- Windows/Linux DNS
- Bandwidth/Quality of Service
- Enterprise Email Server

## PROFESSIONAL EXPERIENCE

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### COMPUTER PRODUCTIONS

MAY 2008 – CURRENT

I've run my own consulting firm off and on since 1997. I decided to go back to full time consulting in May.

### FIREFLY – WENATCHEE WASHINGTON

AUGUST 2007 – MAY 2008

Network and System Engineer

One of the elite MOLO (Mid-level Office Large Office) Technicians responsible for handling Firefly's largest corporate accounts. Firefly is a System Integrator and System Support company that serves customers in the greater Wenatchee area as well in the surrounding counties. Firefly was voted top business in 2005 and well does over 2 million dollars of business annually. My duties were to be the IT manager for each customer that I was assigned to. Some areas of responsibility:

- Uptime for client systems. Keeping servers and routers working throughout daily business
- Disaster Recovery planning and implementation for each customer
- Emergency response to customer problems
- Budgeting, cost analysis, and technology review for each customer

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- Training on systems and applications for each customer
- Reliability testing of all systems

NCI DATACOM – *Omak, Washington*  
**Network Engineer/System Administrator**

June 2003 – August 2007

Selected by Internet service provider with 10 employees and gross revenue of \$1 million in 2006 to ensure network stability and develop internal systems that allow company to grow in terms of customers, staffing and sales. Monitor security of all systems daily and develop responses to security threats. Manage multiple projects such as automatic customer authentication through billing system. Support network with six core routers that spans 20,000 square-miles and connects to four major counties along with providers in Canada and Seattle.

- Provision Quality of Service, virtual circuits on optical network, SLA circuits and circuits on Cisco Optical Transport Controller.
- Configure redundant Layer 2 network paths using RSTP, VoIP systems, Active Directory servers/domains, Microsoft/Linux DNS servers, Microsoft DHCP servers, Radius servers and Merak Mail Server.
- Pinpoint denial of service attacks within minutes using packet sniffers and automate rerouting of primary network path using Border Gateway Protocol that ensures 99.9% core router uptime.
- Improved network speed, efficiency and security significantly and increased network bandwidth by segmenting network into regions and limiting broadcasts per network segment.
- Increased worker productivity and saved client companies thousands of dollars by supporting “Netcare” healthcare, civil and civic business services that promote mobile work environments.
- Implemented robust and automated DNS structure using two Microsoft Active Directory servers and one Linux server that eliminated barriers to Internet access and increased customer satisfaction.
- Diminished mail server spam by setting up fully redundant and customizable filtering system for over 3,000 email accounts that increased customer satisfaction and customer confidence in company’s mail system.
- Spearheaded use of DHCP servers for customers that simplified computer and router configurations, nearly eliminated troubleshooting calls for new unit installations and saved significant time and labor costs.

COMPUTER PRODUCTIONS – *Chelan, Washington*  
**Independent Network/IT Consultant**

January 1997 – Present

Started networking business engaged in designing networks consisting of two to more than 300 computers at diverse locations nationwide and internationally. Set up automated task lists and support request systems for each project. Respond promptly to emergent issues and focus on preventative maintenance and fulfillment of user requests. Maximize value of clients’ system resources. Collaborate closely with client management to provide cost-effective solutions that enhance productivity of client operations.

- Create disaster recovery plans that include offsite backup data storage, key equipment rebuilding, minimum startup requirements and quick recovery of key workstations and servers.
- Support Active Directory servers hosting up to 30 workstations each at five doctors’ offices in California using remote VPN connectivity to monitor servers and to mine critical data.
- Designed networks for 30 medical practitioner offices in Southern California using SQL Server, Terminal Server, Windows 2000 Small Business Server and secure VPN remote access.

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- Securely connected Bank Julius Baer office networks in Los Angeles, New York and Zurich using encrypted and highly secure network as well as inter-office Lotus Notes messaging system.
- Installed dual server network at Community Medical Center, configuring router and microwave systems for high-speed Internet access and setting up UNIX box on local network for secure online access.
- Built Ethernet network for engineering company that connected 12 servers between Los Angeles and Hungary and enabled client to direct all software output to injection molding machines in California.
- Set up cabling, DSL configuration, proxy server, point-to-point tunneling, VPN access, Exchange 5.5 email server and Alpha-based Windows NT workstations for injection molding firm.
- Co-developed video conferencing system for Okanogan County Court system that enabled courts to hold trials for defendants in remote locations using voice and video services over Internet.
- Configured web server for data warehouse application on Windows NT 4.0 platform for use with IIS 4.0 and Microsoft SQL Server 6.5.

AST RESEARCH, INC. – *Irvine, CA*  
**End User Support**

February 1997 – July 1997

Hired to administrate research-oriented network environment and support end-users.

**End User Support (continued)**

- Installed and administered Windows NT 4.0 Server and resolved multiple networking and user problems.

SOUTHERN CALIFORNIA GAS COMPANY – *Los Angeles, California*  
**PC Specialist**

May 1995 – January 1997

Chosen to configure workstations and servers running Windows 95/NT, OS/2 and SQL client-server applications. Administered Novell 3.x network file servers, Windows NT 3.51/4.0 servers and two Lotus Notes 3.30/4.5.

- Improved department scalability by reconfiguring local area network of 350 users and 12 servers, installing five Novell servers and setting up print queues, user IDs, login scripts and security access rights.

ARCO PRODUCTS COMPANY – *Los Angeles, California*  
**System Administrator/System Support Software Specialist**

May 1992 – May 1995

Brought on to administrate 1,000-node wide-area network connecting over 500 stores and to support system software for 2,500 stores across region of five states. Developed and automated wide-area network polling jobs and batch processing programs. Maintained scripts and batch jobs on wide-area network systems. Provided phone system technical support and remote support for PCs at am/pm franchised facilities. Determined root causes and resolved problems with point-of-sale hardware and software during rollouts.

- Created multiple programs that compiled point-of-sale information for market analysis and increased company's ability to respond rapidly to market trends with sales, promotions and new product lines.
- Developed Franchise Accounting System Wide Area Network that enabled marketing department to obtain preprocessed point-of-sale information in real time through centralized corporate database.

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## EDUCATION AND CERTIFICATIONS

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CONTROL DATA INSTITUTE – *San Bernardino, California*  
***Completed Trade School for Computer Programming***

- Gained skills in computer programming, PC troubleshooting and network administration.

ITT – *San Bernardino, California*

- Completed Electronics Engineering and Computers Courses

IRVINE VALLEY COLLEGE – *Irvine, California*

- Courses towards AA Degree

**Microsoft Certified Systems Engineer (MCSE)**

***Cisco Certified Network Professional (CCNP)***

***Certified Chelan County Public Utility District (CCPUD) FIBER Service Provider***

***Certified Okanogan County FIBER Service Provider***

**Merak Mail Server One Week Seminar for Mail Server Administration**