

Miles Reed

(831) 212-7110

<http://www.openbookconsulting.org>

**Academic Preparation:**

B.A. in Psychology, University of California, Santa Cruz, CA, 2003

M.A. in Education with a Concentration in Instructional Technologies, San Francisco State University, San Francisco, CA, 2009

**Continuing Education:**

Information Systems Management: Cisco Networking Academy, Cabrillo College, Aptos, CA, (2003-2006)

**Professional Experience:**

**Network Administrator, The Exploratorium, San Francisco** (July 1st, 2010 to present)  
IT Support for a staff of 300 scientists, educators, administrators at the world's original museum of science, art, and human perception at the historic Palace of Fine Arts. Along with 5 other talented IT professionals, we are a full-service IT shop for the Exploratorium community.

Associate Information Systems Analyst (Specialist), California Department of Fish and Game/ Office of Spill Prevention and Response (OSPR) division, Santa Cruz (February 2001 to July 1st, 2010)

Responsibilities: Primary support for staff of this facility of mixed OSPR, UC Santa Cruz, and UC Davis employees, primary support for other offsite affiliated personnel on the Central Coast from San Luis Obispo to Redding, CA. Projects accomplished: Priced and purchased or built computers for UCSC personnel. Connected network to University's TI line. Priced and purchased enterprise level networking equipment, including 25 port managed rackmount switches, network attached storage, and Windows 2000 server. Upgraded workstations to Windows XP for network, priced and purchased new computers for OSPR staff. Ran new cable and wired network for offsite modular trailers, including telephone and computers. Configured, priced and purchased \$40,000 digital closed-circuit TV system for facility surveillance, animal behavior monitoring, and long distance medical collaboration. Supervised and participated in installation of CCTV, including new site wiring, media server configuration, and web deployment. Developed bar code inventory system. Developed tech support database and tracking system. Developed medical images database storage and retrieval system. Ongoing support: technology upgrades and trainings in cooperation with central technical support in Sacramento office, and UC Santa Cruz network operations. I currently support 75 Windows XP workstations, Windows 2000 database and terminal services server (UCSC),

Novell Netware server, and Windows Server 2003 database server (OSPR). Maintain network security, monitor intrusion attempts. Maintain telephone equipment, all inside wiring from demarcation point, responsible for phone line and network activation/deactivation/moves. Responsible for all Nextel cellular telephone equipment on site. Responsible for all on-site networked devices (networked microscope, networked copier/scanner/fax, networked print servers).

Owner, Open Book Consulting (January 1st, 2006 to present)

Responsibilities: Provide advanced networking support to small businesses and non-profit organizations, including VPN, LAN networking, telephone connectivity issues, desktop support, network security.

Consultant, Cross Cultural Family Centers of San Francisco (January 2004 to present)

Responsibilities: VPN connectivity, DSL connectivity, document confidentiality, desktop support, network security.

Consulting Fellow, Global Information Internship Program (Winter 2002 to present)

Provide skilled technical services and advice to GIIP interns on field assignments, both locally and abroad. Work with interns to set up training centers in remote, developing locations throughout the world. Teach intensive networking fundamentals class each spring.  
([giip.ucsc.edu](http://giip.ucsc.edu))

Instructional Computing Level II Technical Consultant, University of California, Santa Cruz (Fall 2000-Spring 2001)

(Promotion from previous Lab Consultant position) Responsibilities: Primary technical support for staff of 70 Consultants operating in 13 computer labs, mixed UNIX/PC/Mac. Provide on-demand support for everything listed in previous position. Responsibility for setting up new equipment and lab configurations, administrative tasks, inventory and purchasing.

Instructional Computing Lab Consultant, University of California, Santa Cruz (Fall 1999-Spring 2000)

Responsibilities: Customer service in IC University computer labs. Monitored usage in labs with 5 to 40 simultaneous users. Provided technical support on demand in Netscape, Excel, Word, Conversions Plus, Mac Opener, Fetch, WS-FTP, and Unix shells, in both Mac OS and Win NT environments. Troubleshoot document conversion, printing, and network connectivity problems.

[wwwcatsic.ucsc.edu/](http://wwwcatsic.ucsc.edu/)

Network Administrator, Leland, Parachini, Steinberg, et. All (Summer 1999)

333 Market St., 27th Floor  
San Francisco, CA 94105  
(415) 957-1800  
[www.lpslaw.com](http://www.lpslaw.com)

Responsibilities: Network administration (Novell), hardware and software troubleshooting, customer service involving MS Office applications, setup, maintenance, and streamlining of 60 workstations, involving both shared network resources and individual programs and

preferences on Win 95 platform.

Network Administrator, Lick-Wilmerding High School Library (spring 1996-spring 1999)

755 Ocean Avenue

San Francisco, CA 94112

(415) 333-4021

[www.lwhs.org/library/](http://www.lwhs.org/library/)

Responsibilities: Novell 3.12 network administration, hardware and software installation and troubleshooting on Win 95 platform. Set up library database (Athena), set up, maintained, and streamlined library workstations and associated word processing programs, CD-ROM and web-based reference materials, implemented network security policies. Helped users in library.

Skills:

-Windows 3.x, 95, 98, ME, 2000, XP, NT 4

-Windows network deployment

-Windows Server: NT, 2000, 2003

-Linux (Worked primarily with Mandrake and Redhat distributions)

-Unix (SunOS 5.6)

-Pine

-Novell NetWare 3.12, 4, 6 and Personal NetWare 1.1 (DOS and Windows modules)

-Novell GroupWise 5.5, 6

-Palm OS

-Microsoft Office 97, 2000, XP and Bundled Applications

-Norton Ghost image deployment

-Norton Antivirus Corporate Edition (7.6, 8)

-Gallery (PHP-based photo management)

-PHP 3, 4

-MySQL

-Microsoft SQL Server 2000

-Conversions Plus

-ImageCast

-Major web browsing and web authoring programs (Netscape, IE, FrontPage, Dreamweaver, Fireworks, Claris Homepage)

-HTML

-Paint Shop Pro, Adobe PhotoShop, Adobe Illustrator

-Adobe Acrobat, Distiller

-Adobe Pagemill and PageMaker

-Macromedia Director

-MacToast, Easy CD creator, Nero

-Minipawn

-Most other Windows and DOS based common applications and utilities

-Networking (LANS, WANS, Wiring, planning, assembling, expanding, troubleshooting)

-12 year background in computer assembly, hardware and software conflicts, extensive windows troubleshooting knowledge

-12 year background in hardware and software technical support with an emphasis on customer service and human interaction. I have both technical expertise and good interpersonal skills.

