

"MAGGIE GIVES AMAZING TECHNICAL ADVICE - KNOWS OUR PLANS WELL AND EXPLAINS VERY CLEARLY. MAGGIE IS A TRUSTED ADVISOR, UNDERSTANDS OUR NEEDS, KNOWS OUR ORGANIZATION AND MEETS OUR EXPECTATIONS" - J. Cohen, VP of IT, City of Boston

Four-Tier Architecture
Bottleneck Analysis & Solutions
Software Development Lifecycle
Requirements Gathering & Writing
Technological Insight & Innovation
Information Architecture Optimization
IT Project Management & Business Analysis
Functional & Technical Specifications
Software Testing & Integration
End-to-End Solutions-Building
Team Leadership & Coaching
Deployment Support

Strategic, client-focused **SENIOR TECHNOLOGY CONSULTANT & MANAGER** with 15+ years of successes designing, developing, implementing, and supporting software, hardware and networking solutions for diverse clients. Offers specialized expertise in the installation, configuration and management of Solaris and WebSphere solutions.

Equally effective designing complex applications from the ground up or re-engineering existing applications and databases to increase systems efficiency, scalability and functionality.

Exceptional project management skills to steer complex migration and deployment initiatives from conception to conclusion. Provide coaching and results-oriented leadership to technical teams. Adept at anticipating and responding to system issues and finding cost-effective and elegant solutions to ensure 24/7 optimal system performance.

CONSULTING EXPERIENCE

SENIOR TECHNOLOGY CONSULTANT & ARCHITECT, 2003-2011

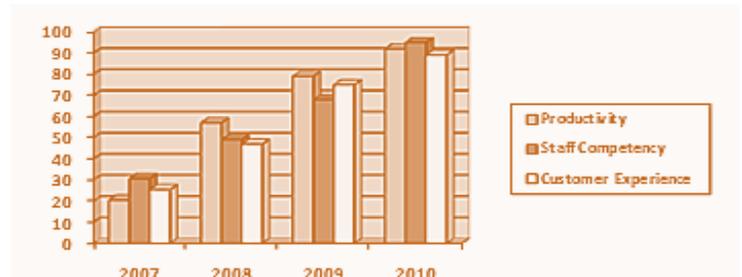
SENIOR SYSTEMS ADMINISTRATOR, 1997-2003

QMF Information Systems & Management Consultants Inc., Boston, Massachusetts

CAREER SUMMARY: Initially engaged as a Senior Systems Administrator by this technical consulting firm to enhance systems operations at various client sites. Retained throughout the company's evolution as the consulting team grew from 5 to 30 and internal systems swelled from 8 to 850. Promoted to Senior Technology Consultant with a specialization in Sun Solaris and WebSphere technologies while serving as the consulting service delivery team's 2nd in command in the Manager's absence.

INTERNAL CONTRIBUTIONS

- Achieved savings of \$120K by leading an internal audit on QMF's hardware usage, resulting in a bi-weekly departure list to deactivate hardware contracts.
- Secured 20% savings over 3 months by scrupulously analyzing vendor contracts to identify pricing errors.
- Entrusted as a high-impact coach and mentor to junior team members, equipping them with the skills, tools, and strategies to meet ambitious service level deliverables.
- Saved 3+ hours of labor daily per staff by streamlining consulting processes and procedures, demonstrating the value of 1 point-of-contact during the project management cycle to clients and their end users.
- Improved operational efficiency by eliminating a self-auditing procedure accounting for 20+ hours of overtime payment weekly and a project to manage a previously unmanned company site.
- Fostered a positive and productive work environment during a tumultuous time when workloads were doubled by employing an attentive, hands-on team management style to encourage staff retention, growth and development.

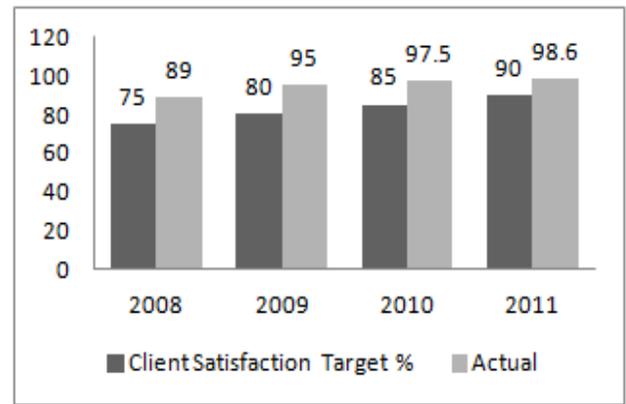
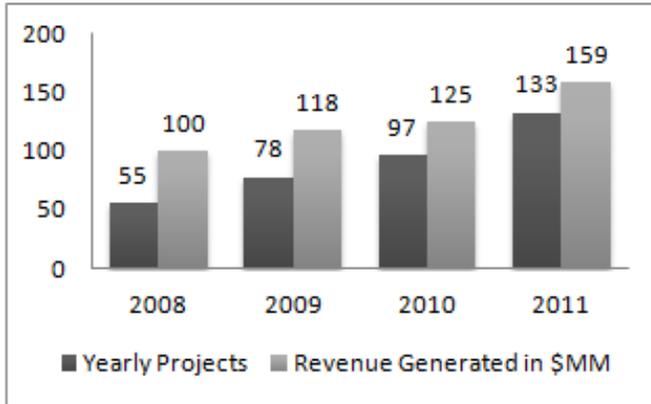


TECHNICAL EXPERTISE

- Installed, configured, and maintained open source software including, but not limited to, an Apache web server with and without ModSSL, OpenSSL, OpenSSH, Perl, DNS/BIND, Sendmail, Qmail, PHP, and MySQL, by using a personally generated suite of UNIX shell scripts to automate and standardize processes.
- Served as the go-to resource for installing, configuring, upgrading, and patching WebSphere Application Server (v3.5-Network Deployment v.6.1), as well as migrating WebSphere applications to development, staging and production.
- Executed capacity-management reviews of trends in processor, memory, and disk usage, by tuning systems to optimize usage of existing infrastructure, and recommending workload redistribution and/or infrastructure upgrades, as needed.
- Provided 3rd-level support and administration of Red Hat Enterprise Linux, Solaris and HP-UX v10-11 systems.

CONSULTING EXPERIENCE

"MAGGIE MAKES US FEEL LIKE WE ARE THE MOST IMPORTANT CLIENT. SHE IS VERY ACCESSIBLE." K. Tait, IT Manager, ABC Bank



"MAGGIE 'GETS IT' - WHAT WE ARE TRYING TO ACHIEVE AND HOW WE OPERATE, THAT WE NEED TO CONTINUALLY LOOK FOR COST REDUCTION OPPORTUNITIES." G. Perry, IT Administrator, City of Baltimore

SELECT ENGAGEMENT HIGHLIGHTS

CLIENT: City of Baltimore AltaVista Search Engine.

SCOPE: Steer the engineering, deployment and 3rd-level support and administration of the City's first intranet search engine, a tool that collects and indexes 10M+ documents from over 600 GoC public servers.

TECHNICAL ENVIRONMENT: Sun Enterprise 450 running Solaris 2.6 ■ Sun Sparc-20 running Solaris 2.6.

Key Results:

- Served as a trusted technical advisor to the bid review committee by reporting on the merits, viability, and suitability of the AltaVista Search Intranet v2.3 software product based on a bid by vendor Compaq Canada Inc.
- Installed, configured, and fine-tuned system components for optimal performance, including the Compaq AlphaServer 4100, Digital UNIX v4.0 o/s, and AltaVista Search Intranet 2.3.
- Architected 55 search index databases, scheduled and monitored progress of search crawlers, and evaluated system performance throughout page crawling, indexing and search operations.
- Boosted crawler throughput and search response time by analyzing and tuning the AltaVista search policy.
- Executed QA analysis of the search indexes results and implemented fixes, successfully delivering the project on time and on budget.

CLIENT: City of Boston EZ Web Scalability Assessment.

SCOPE: Manage load and stress tests of EZ Web application infrastructure to ascertain the application's ability to meet current and long-term performance expectations.

TECHNICAL ENVIRONMENT: 4 Intel dual Pentium 4 systems with 2 x 3.0 GHz CPUs and 1.0 Gb of memory, running Windows-XP Professional.

Key Results:

- Defined project scope and generated a sound project plan outlining tasks, deliverables, and target performance metrics for throughput, concurrent web users and response time.
- Prepared a test plan and accompanying scripts for 13 unique information categories on the EZ Web site.
- Evaluated the maximum number of web pages deliverable by infrastructure within a 1-second interval through using a maximum throughput test.
- Determined site scalability through increasing workload tests. Ran a 48-hour steady-state workload test to measure long-term performance effects and identify server-side bottlenecks.
- Authored a final report detailing the test plan, analysis of results (i.e. performance thresholds), and a set of astute recommendations for performance optimization.

"MAGGIE EXCELLED IN HER ABILITY TO RESPOND TO OUR CHANGING ENVIRONMENT AS A TRUSTED ADVISOR" J. Howard, City of Boston

SELECT ENGAGEMENT HIGHLIGHTS

CLIENT: New York Department of Health.

SCOPE: Design of an enterprise-wide web-based configuration management application to replace an outdated spreadsheet system, storing system configuration data and support tickets & using MySQL to produce complex reports.

TECHNICAL ENVIRONMENT: Apache, PHP with MySQL, and HP-UX running Oracle at the database layer.

Key Results:

- Strategized with the Manager and a colleague to develop the concept, base toolset (Apache, PHP & MySQL), and prototype for the application.
- Designated sole Developer after the prototype stage, adding enhanced functionality and tweaking the interface for increased intuitiveness.
- Re-designed the database schema and migrated to Oracle to harness the expertise of the client's database support team by enabling improved control of server resource allocations, as well as taking advantage of the advanced database administration provided by Oracle.
- Earned accolades for developing a highly user-friendly benchmark tool still frequently drawn upon by all organizational levels (including Directors and Assistant Deputy Ministers).

"MAGGIE CHALLENGES OUR THINKING, AND DOES IT CONSTRUCTIVELY" R. Tallart, Director, New York Dept of Health

EDUCATION & PROFESSIONAL DEVELOPMENT

BACHELOR OF MATHEMATICS (HONS.), Computer Science (1996)

Boston University, Boston, Massachusetts

PROFESSIONAL DEVELOPMENT:

Business Writing, Boston University, Boston, Massachusetts (2007)

Project Management Fundamentals, Boston University, Boston, Massachusetts (2006)

Sun Certified Java Programmer for Platform 2, Sun Microsystems, Boston, Massachusetts (2002)

TCP/IP and xDSL Course, Boston College, Boston, Massachusetts (2000)

ATM and Frame Relay Course, Boston College, Boston, Massachusetts (2000)

TECHNICAL SKILLS

Operating Systems	Sun Solaris versions 2.6, 7, 8, 9, 10 ▪ IBM AIX versions 5.2, 5.3 ▪ HP-UX versions 10, 11 Digital UNIX V4.0D
Software	WebSphere Application Server versions 3.5 and 5.1 ▪ Sun Java versions 1.2, 1.3 and 1.4 Apache web server (with & without ModSSL) ▪ OpenSSL ▪ OpenSSH ▪ Sendmail ▪ Postfix MajorDomo ▪ DNS/Bind ▪ Apache JMeter version 2.0.1 ▪ Open Source software
Languages	Perl ▪ Unix shell scripting ▪ Java ▪ JavaScript ▪ HTML ▪ XML/XSL
Hardware	Sun Sparc-5, Sparc-20, Ultral-1, Ultra-2 ▪ Sun Enterprise 220R, 280R, E450 ▪ HP 9000 Sun V490, V880 ▪ IBM pSeries 640, eSeries p5-550 ▪ Compaq AlphaServer 4100 Cisco Content Services Switch CSS11152

After almost 15 years of consulting, Maggie wanted to move from her consulting role to an in-house role where she could make better use of her leadership skills, but had no idea how to showcase that on a resume.

My strategy started during our consultation. I wanted to know off the top what her internal responsibilities were when not doing client-focused projects. She had never considered those tasks or results as important. Here I was able to pull out accomplishments whereby she improved internal processes, developed teams, saved cost and improved overall operational efficiency. These would be key elements for success in her next role as a leader.

In writing the resume – I wrote a profile that did not speak to consulting competencies only, I focused on business acumen, leadership talents of both people and process and her technical capabilities. I then showcased the successes internally in one section balanced by her consulting and technical acuity in another. I selected a few projects with major clients that showcased a variety of skills. Because Maggie's value was not just in delivering projects but also supporting revenue growth, I created a graph showing the value of the projects she had worked on and the client satisfaction rate.

I chose select projects that showed diversity of skills – project management, database development and systems configuration where she played project lead, technical and consultative roles. Finally, I had received a lot of emails from her with feedback from her clients, from which I took select quotes to pepper throughout the document. That way, as the reader proceeds through, someone is always singing her praises. Maggie reminded me of fall – very comfortable & comforting, so I chose the orange with gray colors - warm and approachable yet steely if need be.