

MICHAEL L. DICKEY

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OBJECTIVE

To obtain challenging and fulfilling IT employment to utilize and advance my skills in computer security and network systems administration.

PROFESSIONAL EXPERIENCE

Network Analyst

5/06 – present

West Des Moines, IA

Responsible for network of over 80 physical and virtual Windows servers
Work with extensive team of web developers on critical internal and externally-facing systems
Support networking infrastructure including managed switches, firewalls, routers, and WAN links

major accomplishments

Implemented, tuned, and monitored network intrusion detection/prevention system
Created and enforced a corporate data access policy for company of over 450 employees

Systems Administrator

7/03 – 4/06

GeoLearning, Inc.
West Des Moines, IA

Responsible for over 150 servers in 3 data centers serving corporate and federal government clients
Design and support of infrastructure for a rapidly growing IT company with over 200 workstations
Perform setup and maintenance of critical servers and applications for internal and external users
Execute incident response and investigation for worm/virus infections and potential intrusions
Manage documentation of IT processes, standards, and policies

major accomplishments

Transitioned corporate office from Windows NT domain to Active Directory 2003
Migrated headquarters' network from a "start-up" closet to a fully-equipped network operations center
Corporate network and systems passed federal government pen-test and assessment (2004)
Implemented network-wide auditing, monitoring, and inventory capabilities
Developed and maintained documentation standards for IT teams and corporate policies
Rapidly promoted from Tech Support leadership to high-responsibility System Administrator role

Tech Support Lead / Desktop Support Specialist

11/02 – 7/03

GeoLearning, Inc.
West Des Moines, IA

Coordinate and lead Tech Support team and delegate work responsibilities
Responsible for corporate workstation maintenance, setup, security, connectivity

Tech Support Specialist / Desktop Support Specialist

5/02 – 11/02

GeoLearning, Inc.
West Des Moines, IA

Email, phone, and web chat support for e-learning web services clients and administrators
Responsible for corporate workstation maintenance, setup, security, connectivity

EDUCATION

Iowa State University

BS in Management Information Systems – May 2001

Ames, IA

CERTIFICATIONS AND MEMBERSHIPS

Security+ certified 2007
Infragard Secured Member Des Moines chapter since 2005

TECHNICAL SKILLS

Systems	Windows Server 2000 / 2003 Server / NT Windows XP/ 2000 / 98 / ME Linux Ubuntu / SuSE / Red Hat / Fedora / Knoppix / Slackware Dell / HP / IBM server and workstation hardware VMWare Workstation and ESX Server
Security	Norton / InoculateIT / F-Secure / McAfee Antivirus Zonealarm / McAfee ePolicy Orchestrator / BlackICE host-based firewalls Cisco pix / iptables network firewalls Nessus / NeWT nmap SFTP protocol SSH Snort IDS / McAfee Intrushield IPS/IDS Microsoft Baseline Security Analyzer GFI Languard Network Security System Policy-writing Penetration testing and network / system enumeration
Networking	Cisco Catalyst switches 2900/3700 series Cisco Pix firewalls / Juniper firewalls Foundry ServerIron load-balancer / Juniper SSL accelerator and load-balancer FAS 250+ / SNAP Server file servers Wireless networking with Netgear, Linksys, Cisco Aironet / WEP / WPA Ethereal / tcpdump / windump Familiar with TCP/IP monitoring and analysis
Applications	Windows Server 2003 Active Directory and Group Policy SUS/WSUS Microsoft SQL Server 2000 / SQL 2005 / MySQL IIS 5 / IIS 6 Apache / Apache Tomcat ColdFusion 5 / MX Veritas Backup Exec 10 IPMonitor / GFI Network Server Monitor / Nagios SolarWinds network analysis RRD/Cacti and SNMP analysis Cisco VPN / OpenVPN / IPSec
Languages	HTML / ASP / PHP / ColdFusion and other web languages C / C++ Perl SQL PowerShell / Windows Script Host / Windows scripting Linux shell scripting