

## Steven M. Brown

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### Summary

Experienced, detail-oriented Information Systems Professional. A self-motivator possessing strong technical, leadership, managerial, operational, project management, communication and problem solving skills across multiple Industries and Information Technology disciplines.

### Professional Experience

[Penn State College of Medicine, Public Health Sciences](#), Hershey, PA 08/2012 – Present

#### **Research Computing IT Manager / Operations & Systems Administration**

The [Department of Public Health Sciences \(PHS\)](#) within the [Penn State College of Medicine](#) comprises three Academic Divisions including Biostatistics and Bioinformatics, Epidemiology and Health Services Research. PHS is also home to three graduate programs including Master of Public Health (MPH), Master of Science (MS) in Public Health Sciences and PhD in Biostatistics. My responsibilities include architecture and management of all Information Technology systems supporting PHS from [Research Computing IT Staff](#) and vendor management, project management and systems administration to application hosting and IT operations. Serving the needs of PHS is a hybrid of Windows (server & client), Solaris Unix, Red Hat Enterprise Linux and MAC OS X operating systems. Both physical and virtual (VMware) infrastructure are employed to provide a range of highly available, flexible, scalable and specialized IT services in support of the department's unique application and database hosting, educational, research and statistical data analysis requirements.

- **Operational management and administration of all PHS information technology systems.** Ensure systems are available and functioning optimally to support the department's various missions including national [NIH](#)-funded clinical trial and research Data Coordination Centers. Ensure enterprise security best practices are followed; maintain regulatory compliance including HIPAA Final Rule and FERPA.
- **Budgetary management, planning and resource allocation.** Plan and prioritize IT spend for day-to-day operational requirements and longer-term IT lifecycle initiatives, vendor management and collaborative work with other [Hershey Medical Center](#) and [University Park](#) IT organizations.

IT Contract Services 01/2012 – 08/2012

#### **Systems Administrator / IT Project Management**

- Provided IT services support to [Citiview Home Loans](#) including VMware and windows server system administration, desktop deployment scripting and automation.
- Through the [Forquer Group](#), provided IT Project Management for [GE Transportation](#) rail yard wireless infrastructure upgrade initiatives at multiple onsite GE customer locomotive service centers throughout the US and Canada.

[Peek'n Peak Resort and Spa](#), Findley Lake, NY 10/2008 – 01/2012

#### **IT Manager / Operations & Systems Administrator / Integration & Decision Support**

Peek'n Peak is a regional year-round resort boasting 235 hotel and condominium rental units, six restaurants, 27 ski runs with 10 lifts, full service ski school, retail ski and repair shops, two 18-hole golf courses, golf academy, two swimming pools, full service Spa, gift shop and convenience store. My responsibilities included all aspects of service delivery for all information technology and telecommunication systems supporting resort operations from systems implementation and administration to scripting and programming to budgeting and vendor management.

- **Operational management and administration of all information technology and telecommunication systems.** Ensure systems are functioning optimally to support resort operations, including security and PCI compliance. Systems summary includes 50+ POS outlets, 80+ office workstations, 100+ printers, 12 app/web servers (physical and virtual), Nortel PBX, private and public (guest WIFI) networks.
- **Budgetary management, planning and resource allocation.** Prioritize IT spend balancing day-to-day operational requirements with longer term technology refresh strategy. Work directly with executive and departmental managers to meet their information technology needs, promote efficiency, reduce costs and enhance guest experience.

[General Electric Company](#), GETS, TSG, Erie, PA 07/2001 – 10/2008

#### **Infrastructure Technology Leader / IM Project Manager**

Upon joining Erie-based [GE Transportation Systems \(GETS\)](#) I supported server, storage and web hosting operations. Later moving to GE's Technology Services Group (TSG), I supported all GE Infrastructure business units including [Aviation](#), [Energy](#), [Oil & Gas](#) and [Transportation Systems](#). I also hold GE Six Sigma Greenbelt certification. Some highlights include:

- **TSG Email Operations Leader for GE Infrastructure business units.** Managed contract resources providing day-to-day support for over 130,000 exchange mailboxes using [ITIL](#) practices. Ensure GE Email service level goals, procedures, integrity and regulations (SOX, DOD, export control) remain in compliance. Supported GE acquisition integrations and divestitures.
- **Implemented [VMWare ESX](#) virtual server infrastructure** allowing GETS to realize approximately \$300,000 savings by consolidating 35 physical Windows servers to just four VMWare hosts with improved performance, stability and availability.
- **Managed contract and vendor resources supporting servers** at data center locations, field site offices, service centers and production facilities worldwide using HP Service Desk / ITIL practices. Led storage and backup technology refresh at the Erie Data Center as well as disaster recovery readiness project initiatives.
- **Managed GETS Web hosting administration and operations**, development, QA and Production. Developed and enforced standards, security, monitoring & alerting. Worked with GE Corporate and GETS Communications leadership to build web content and management. Many improvements yielded simplification, consistency and production stability – reducing costs.

**Professional Experience**

[Coldwell Banker Select, Realtors](#), Peach Street Office, Erie, PA 01/2006 – 01/2007

**P/T Pennsylvania Real Estate Agent (License in escrow)**

Agent with Coldwell Banker completing several real estate transactions representing clients as both seller and buyer's agent.

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[Tyco Electronics](#) (now TE Connectivity), Harrisburg, PA 01/2000 – 07/2001

**Software / Web Developer / Infrastructure Project Leader**

As [Tyco Electronics' Fiber Optics Business Unit](#) ramped-up DWDM (Dense Wave Division Multiplexer) development and production operations, I was recruited to help architect, deploy and manage supporting IT systems and infrastructure.

- **Defined requirements, implemented servers and shop floor workstations.** Automated SFC data collection for analysis and reporting. Developed InstallShield application deployment for several hundred fiber optic test systems in Pennsylvania, Mexico, China, Holland and India.
- **Collaborated with fiber optic quality engineers, corporate IT colleagues** and a German-based Quality / SPC application vendor to integrate in-house fiber testing software with the vendor's Quality / SPC application Oracle database.

[International Business Machines Corporation](#) (IBM) 04/1999 – 01/2000

[IBM Global Services](#), Mechanicsburg, PA

**I/T Professional (IBM WebSphere Consulting Services)**

Rigorous IBM orientation program including Client Engagement and Web Application Development training for JSP and IBM's e-business solution offerings in WebSphere application server, IBM HTTP (Apache) web server and Universal DataBase / DB2.

- **Successful consulting services engagement with [CIGNA Insurance Company](#) in Voorhees, NJ.** Worked with CIGNA IT professionals to implement WebSphere hosting infrastructure in support of their in-house JSP web application development program.

[AMP Incorporated](#) (now TE Connectivity), Harrisburg, PA 01/1990 – 04/1999

**Systems Analyst / Programmer / Systems Administrator**

During nearly 10 years with AMP I held several diverse IT positions including systems analysis, design and programming as well as infrastructure architecture and system administration responsibilities across multiple platforms and technologies. Some highlights include:

- **Completed functional and detail design of an AMP web-based Sales and Operations Planning (SOP) system** as part of a corporate-wide team implementing SAP and a Data Warehouse. It was designed to utilize MS ASP and an Oracle DW.
- **Implemented an AMP Factory Systems intranet website** providing a centralized System Health & Monitoring Cockpit, software distribution center and knowledge base. Developed a cross-platform system of scripts automating routine system administrative tasks, software distribution and collection of application server performance data feeds to the intranet cockpit.
- **Planned, managed implementation and operational support for UNIX and Windows servers** at AMP facilities in Pennsylvania and North Carolina. Migrated Factory Systems from Novell Netware to NT Server. Developed InstallShield programs for hundreds of workstations.
- **Developed, implemented and maintained a mainframe-based AMP Scheduling and Loading (SLD) System** as part of a team of analysts and user experts from manufacturing production control. A multi-year project with interfaces to other ERP Manufacturing Systems, SLD allows production controllers to generate and schedule factory orders based on production plan, resource and material availability.

[Indiana University of Pennsylvania](#) (IUP), Indiana, PA 03/1989 – 01/1990

**Staff Data Center Operator**

Data Center Operations and management of the University's Mainframe Honeywell DPS8000 and DEC VAXCluster systems.

- IT Operations for University administration offices, staff, faculty and student community. Trained and supervised data center student employees.

**Education**

[Indiana University of Pennsylvania](#) 12/1989

**Bachelor of Science, Management Information Systems**

**Microsoft:** Windows Server Build and Administration, Active Directory, IIS Web Server Administration, ASP Web Development, SQL Server, Visual Studio, Visual Basic, VSS, Registered Microsoft Partner, MS Partner Research Panel, Action Pack subscription, MSDN, TechNet

**IBM:** Java Servlet / JSP Web Development, WebSphere, IBM HTTP / Apache Web Server, UDB / DB2 Database

**Hewlett Packard:** UNIX, HP-UX System Administration, LVM & Mirrored disk UX, Troubleshooting, Performance & Tuning, Network Administration, System Security, POSIX Shell Scripting

**Miscellaneous:** Extensive BAT/CMD scripting, AutoIT, WinBatch, Powershell, Autohotkey, HTML/XHTML, XML, CSS, JavaScript, ASP, JSP, PHP, Python, TCL/TK, Perl, Weblogic, ColdFusion, ChartFX, Webtrends, Urchin, FrontPage/Expression Web, Visio, Dreamweaver, Photoshop, ImageReady, Flash, Animated GIFs, NetObjects Fusion, Installshield/Demosshield, Smalltalk/OOP, COBOL, CICS, IMS, TSO, ISPF/PDF, REXX/CLIST, Oracle PL/SQL, SQL Query Analyzer, SQL Developer, Toad, MySQL, Cognos / Impromptu, Crystal Reports, F5 BIG-IP, QARun, Network Administration, GoverLAN, Dameware, Patrol, HP OpenView, Linux, Virtual PC, VMWare ESX/ESXi, Oracle Solaris/VirtualBox, Citrix XenServer/Desktop/Netscaler, IBM Tivoli Storage Manager (TSM), HP Service Desk, ITIL, BMC Remedy, BMC Track-IT!, Project Management

**Interests**

Family activities & vacations, boating, fishing, SCUBA diving (NAUI certified) and snowmobiling. Home remodeling, extensive landscaping projects and building pond / water features, aquarist, music (drummer) and photography / media.