JAY CAPLAN

Project Leadership • Systems Management

Delivering pragmatic solutions with direct impacts on performance, profit, and functionality.

Adaptable, hands-on IT professional with a proven track record of quality, efficiency, and reliability in systems and software development, enhancement, and support. Recognized as a tenacious problem solver highly skilled at making technology work with limited resources.

Core Technical Competencies in:

- Technology Integration
- Disaster Recovery Planning
- Computer & Network Security
- System Design
- System Backups & Restores
- End-User Support
- Phone Systems
- Web & Email Server Admin.
- Hardware & Software Installation

Core Management Competencies in:

- Staff Management
- Capacity Planning
- Vendor Management
- Business Case Development
- Budget Management
- Senior Management Buy-in

Technology Profile

Servers:	Windows 2000/2003/2008, Terminal Server, MS SQL 2000/2005,IIS 5/6, MS Exchange 2010, Imail 8/11, Netware 4.11
Operating Systems:	Windows 2000/XP/Vista/7, Macintosh OS 9/X, Linux Ubuntu 9/10
Applications	MS Office 2000/2003/2007, Acrobat 6/7/9, Adobe Illustrator CS/CS3/CS4
Protocols:	TCP/IP, IPX/SPX, DNS, DHCP, SMTP, POP3, IMAP4, FTP
Network:	VPN, Active Directory, Juniper Firewall, Ethernet and cabling, Network Management

Recommendation:

"Jay is a skilled and determined troubleshooter and communicates technological issues in a straight-forward manner. He recommends well-researched and robust hardware and software solutions. He is conscientious and thorough and provides excellent IT hardware and software support to users at all levels." George Wright IV, Vice-President, Product Identification and Processing Systems

Professional Experience

Systems Administrator   1991–Present
Product Identification and Processing Systems, Inc., NY, NY

Manage operations of Information Systems Department, including multiple server network, hardware, and software administration, installation and maintenance; help desk support; Avaya phone system configuration and support; and user training.

Infrastructure: Developed and supported network and server environments, providing reliable and safe systems.

- Established high availability VPNs for branch office and home office connections, making innovative use of dynamic DNS. Set up 2 x 2 matrix of VPN definitions on main and branch office firewalls, providing immediate recovery in case of failover to backup Internet connection on either firewall.
- Avoided single point of failure by diversifying server infrastructure to single purpose rack-mounted servers, utilizing digital Avocent KVM for remote viewing and control. Configured server rack with appropriate hardware: pull-out monitor/keyboard, Cisco gigabit switch, PDU and rack mounted APC UPS with network interface.

- Migrated legacy Netware server to Windows server in incremental phases to minimize disruption. Achieved a simplified network infrastructure, removed network client complexity, and improved ease of access for end users.
- Designed, planned, and implemented the transition of network infrastructure to Ethernet. Moved to 100Base-T, replacing all components with the goal of faster and more reliable access capabilities. Subsequently upgraded to a gigabit network infrastructure.
- Installed and manage McAfee ePolicy Orchestrator (EPO) supporting a networked installation of Virus Scan Enterprise. Installed & manage CounterSpy Enterprise (CSE) networked anti-spyware.
- Early adopter of out-sourced email scanning that lead to greatly reduced spam and an 8 year record of no email-borne virus infections.

Support and Administration: Rapidly resolved all issues related to processes and technology.

- Implemented systems backup and disaster recovery plan using Symantec Backup Exec.
- Supported Windows upgrades and migrations, utilizing Norton Ghost and Acronis disk imaging technology where appropriate for quick deployments.
- Automated server and network tasks using a mix of Kix and command scripts.
- Administered local and remote Windows and Netware servers, and Windows and Mac clients.
- Developed strong troubleshooting skills, rapidly identifying and resolving diverse hardware, software, and network problems.
- Provided helpdesk support for internal and external customers.

Management/Leadership: Scope of responsibilities included every aspect of managing an information systems environment.

- Devised an incredibly unique solution to a lack of support for email gateway product. Created a corporate matchmaking of 2 companies, software developer and gateway product provider, that led to acquisition. Received a lifetime license for new product at no cost with support to meet all needs.
- Saved $14K in yearly salary costs by appealing INS job classification for programming position to more appropriate pay rate for job role and responsibilities.

Performance Review:

> "Jay is a great asset and has shown a willingness to perform above and beyond in order to complete any task through to completion. Users were never exposed to "down-time" under his system administration." Citibank

Network Administrator, Programmer/Analyst   1988–1990
CITIBANK, N.A., New York and Long Island City, NY

Responsible for the operations of a 5 server, 150 user Novell network supporting the Treasury and Finance departments, with connections to mini and mainframe hosts. Purchased, installed, and maintained LAN hardware and software. Performed troubleshooting on network problems and computer peripherals. Designed, developed, and supported software programs for the Investigations Department.

ACCOMPLISHMENT HIGHLIGHTS:

- Nominated to Citibank's Top Operations Performers' Society.
- Instituted daily, full server backups with multiple levels of redundancy.
- Installed remote access, providing more efficient and immediate user support.

Education and Professional Development

MCTS in MS Exchange 2010

B.S. Computer Science, Ohio State University, completed 3 years toward degree