

Michael Joseph Anderson

832-515-3868

The Woodlands, Texas, 77381

Experience in Information Technology (Hardware and Software), beginning in Operations, then Software development, Management, IT Support, and R & D. In recent years System Administration, Hardware Repair/Assembly, Network Security, and Network Infrastructure Configuration, and Custom Software Development.

Hardware: Custom HP3000 hardware repair and configuration. PC build and repair Dell, HP, and many more. Laptop repair, including laptop keyboard replacement, memory upgrades, and disk replacements. Data recovery from failed disks, and general hardware repair.

System Admin: Setup and configuration of firewalls, VPN, Intrusion detection and prevention, application bandwidth control, content filtering, malware and spam protection, as well as network or cloud-based centralized management, and many more standard network services, file sharing, Web application, and Email.

Software: Custom Designed Templates, Wordpress CMS, Joomla CMS, Node.JS, or Golang compiled Web applications. Front-End, Back-End, Design and programming, Apache, and IIS.

SKILLS:

Operating Systems: Unix, Linux, Windows, and DOS. **Languages:** HTML, CSS, Javascript, SQL, Sass, Node.js, Go (Golang), ANSI C/C++, GNU-Cobol, PHP, Python, and Tcl/Tk, C# .Net. **Virtualization:** VirtualBox, Docker, UNIX Timesharing System. **Databases:** SQL Sever, MySql, MariaDB, SqlLite, Postgres, MongoDB, Image/3000, ODBC, Database Admin, and custom SQL scripts. **CLI Scripting:** Powershell, Bash, Ksh, and MPE-CI Scripting. **Network Protocols:** Tcp/Ip, Http, FTP, SFTP, SSH, Net Bios, Telnet, Inetd, WebSockets, SMTP, Imap.

Also: Major Incident Management, Graphics Design, Video Editing.

Currently studying Cybersecurity, Pen Testing and Intrusion detection. Writing Web Applications to drill-down into Cybersecurity further. Writing Go code to create and validate JSON web tokens, using bcrypt to hash and compare passwords, and interface with Google, Facebook, and Twitter using OAUTH.

Work History/ Resume

IT Analyst. (Hardware/Software Support.)

J3K Solutions Feb 2007 – Present, Spring, Texas.

- IT Management, Custom Software Development, and HP3000 Migration projects.
- Hardware Installation and repair; Workstations, Servers, Network hardware, and network cabling services.
- Mainframe migrations to Windows software, and complete installation packages.
- Converted old databases with archaic data types to modern SQL data types. For example: Developed functions to convert HP-Real data to IEEE-Real and Packed-Decimal numeric formats to SQL numeric formats, as well as deconstructing overloaded data fields containing multiple data types.
- User Interface conversion of old terminal interfaces to Windows GUI and Web HTML/CSS.
- Complete IT Support. Network design, Intrusion Detection & Prevention, Firewall configuration, Windows File sharing (SAMBA), as well as IT Service Management, IT Asset Management, and IT Operations Management.
- Web Development and Experimentation – research & development of Rapid Application Development framework as a PaaS (Public/Private/Hybrid) Cloud services.
- Developed EDI cloud service (using Golang on Linux) to interface with GXS (OpenText), with the HP3000.

Major Incident Manager

DXC Technologies. Dec 2019 – June 2020, Houston, Texas.

- Drive resolution by coordinating with IT teams to resolve issues adhering to Service Level Agreements, as well as timely execution of planned IT change related to the company target go-live dates across multiple business units.
- Analyze business impact for swift determination of appropriate service level prioritization and reduce Total Time of Failures by as much as possible.
- Serve as a liaison between customers and internal IT support to enable collaboration and ensure business continuity restoration for the customers' business needs.
- Author Executive Communications to Global audience and advise senior leadership of business on Priority 1 status updates.
- Ensure support properly receive data for every required impacting event from our incident automation tools by elevating and following up with engineers to ensure minimal impact to business, with attention to the IT business standards, processes, and metrics.
- Capture Incident details and update all necessary tools, documents, and dashboards for executive reporting.

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IT Manager

Clark's Export Packing L.P. Apr 2014 – Jul 2015, Humble, Texas.

- Manage information technology and computer systems.
- Plan, organize, control and evaluate IT and electronic data operations.
- Training and coaching employees, communicating expectations and usage of IT systems.
- Design, develop, implement and coordinate systems, policies and procedures.
- Implemented software changes in the Material Management System.
- Setup New B2B data communications (Networks within Client Networks) Using Golang.
- Managed and code web dev project using Golang.
- Setup Remote Networks, in very remote locations using Cellular Technology.
- Ensure security of data, network access, backup systems, and Disaster Recovery Procedures.
- Identify problematic areas and implement strategic solutions.
- Audit systems and assess their outcomes.
- Track assets, devices, information security and control structures.

Programmer/Analyst

Spring ISD Jan 1999 – Nov 2007 (8 yrs 11 mos), Houston, Texas

- HP3000 System Management and application programming, hardware maintenance, backups and disaster recovery.
- Providing timely responses to Programming requests for statistical reports, data extracts, and historical Student Transcripts.
- The design and coding of software pertaining to Student Accounting records and Public Education
- Information Management System (PEIMS) Reporting.
- HP3000 Student Accounting System migration to Windows.
- The acquisition of Hardware and Infrastructure to support thousands of concurrent users.

Education:

CompTIA Security+ Certified;

Vocational School, Control Data Institute Woodland Hills, Calif US

Vocational School, Western Medical College Van Nuys, Calif US

Military Service, USMC Camp Pendleton, Calif US