

## Susan M. Keaney

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<http://www.keaney.org/SusanAndSean/resume/SMK-Resume.doc>

### SKILLS

Operating Systems: Microsoft Windows (Various Flavors, Desktop & Server),  
Mac OS X (10.4 - 10.8)  
Mobile Devices: iPad (all generations), iPod Touch, Kindle Simple Touch  
Mobile Device Management: LightSpeed Systems  
Online Learning Platform: It's Learning

### WORK EXPERIENCE

**The Education Cooperative - Technology Specialist**, January 2006 - Present  
Dedham, MA

- Hardware and Software Support for Windows and Macintosh computers both in the central office, Classrooms, & Alternative High Schools (software includes but is not limited to: Sophos Anti-virus, Microsoft Office 2004 & 2008, Boardmaker v.6, & Kurzweil)
- Account Creation and Maintenance for all systems (Email, File Server, Windows Server, It's Learning, etc.)
- Facilitate Migration of email services to Google Apps
- Assist in Creation, Implementation, and Maintenance of new webpage
- Implement Mobile Device programs (both One-to-One and Classroom based) in all programs with iPads, iPod Touches, Kindles, & NetBooks
- Implement and Maintain Firewalls in Central Office & Alternative High Schools
- Maintain a Computer Lab with a variety of educational software and assistive technology for use in Professional Development
- Spec & Price new software and hardware
- Support all additional computer and technological issues in Central Office, Classrooms and Alternative High Schools

**WorldWinner, LLC - Computer Systems Admin.**, December 2004 - December 2005  
Newton, MA

- Computer system support for a network of approximately 40 desktop computers running Windows XP and MacOS X, a Windows 2003 Server, and Exchange 2003 server, and multiple Windows 2000 servers integrated in to a network including Linux workstations and servers.
- Support of phone and voice mail systems
- Implementation of Exchange 2003 and Veritas Backup Exec 10

**Axiom Capital, LLC - Computer Systems Consultant**, May 2003 - August 2004,  
Albany, NY

- Computer system support for a network of approximately 25 desktop computer, a Windows 2000 Small Business Server, a Windows 2000 Terminal Server, Windows 2003 Server, Windows 2000 Server, Solaris 8 File Server, Linux external mail gateway, and a Solaris 8 Firewall with Checkpoint NG
- Support of remote locations using Checkpoint SecuRemote and Windows 2000 Terminal Server

**IMG, LLC - Systems Engineer**, March 2000 - April 2003, Albany, NY

- Consultant as a Unix Systems Administrator in an environment of over 175 SunOS/Solaris servers
- Field Engineer deploying, configuring, and supporting hardware and software products
  - Sun Microsystems hardware including V series servers and Netra series servers
  - Software including Solaris Operating System, Web Server and add-on components, Volume Management software, Backup software, SSH, PC Interoperability software, Checkpoint Firewall-1 software, SunOne iPlanet Proxy Server software, and Trend Microsystems VirusWall
- Responsible for the migration from a PC-NFS environment to a PC Netlink environment
- Responsible for the installation, configuration and ongoing operation of a Highly Available Firewall System
- Responsible for the installation and configuration of a proxy and antivirus system
- Responsible for the installation and configuration of an RT Helpdesk System
- Internal helpdesk support
- Assisted with workgroup server design and firewall design

**CGI (formerly UNIFIED Technologies, Inc.)**, May 1998 - March 2000, Troy, NY  
**Network Computing Engineer**

- Consultant for Unix Systems Administration in a SunOS/Solaris environment
- Field Engineer deploying, configuring, and supporting hardware and software products
  - Sun Microsystems hardware including Ultra class workgroup servers and desktops
  - Software including Solaris Operating System, backup software, volume management software and Web Server and add-on components

**MIS Intern**

- Internal Help Desk Support
  - Hardware troubleshooting and support
  - Software installation and support
  - Administrative Duties (account creation, security, etc.)
- C Shell Unix (Solaris) administration with NIS+
- Supported computer infrastructure for approximately 60 employees

**EDUCATION**

- Checkpoint Certified System Administrator
- Checkpoint Certified System Engineer
- HP Certified HP-UX Systems Administrator

**INTERESTS**

- Alpha Phi Omega - Service Fraternity
- Alpha Psi Omega - Honorary Theatre Society
- RPI Players - Campus Theatre Club

References available upon request.