

GLENN VANCE

8008 Forest Trail ▪ Dallas, TX 75238
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PROJECT MANAGEMENT ▪ SYSTEMS ADMINISTRATION

9+ Years of Experience in Project Management and IT Administration Roles; Strong Background in Leading Complex Projects from Initial Idea to Completion, Involving 100s of Conference Calls, Give-and-Take Negotiations w/ Teams, and Several Months of Testing

Proven Record of Success in Leading Technical Teams to Meet and Exceed Goals; Extensive Knowledge of Sun Solaris and Windows Servers/Workstations

Quality-focused, versatile project management professional with the ability to create and deliver IT solutions tied to business growth and organizational development. Work well in self-managed and team-based projects, as well as in remote environments. Strong communicator and team leader, with background in guiding teams successfully through extensive project lifecycles. Skilled problem identifier and troubleshooter; comfortable operating in a wide range of IT environments.

*NETWORK & SERVER UPTIME / WORKFLOW PLANNING & PRIORITIZATION / PROJECT MANAGEMENT
TOP-TIER TECHNICAL SUPPORT / SYSTEMS INSTALLATION, CONFIGURATION, & UPGRADING
SOFTWARE EVALUATION & SELECTION / USER TRAINING / TEAM BUILDING & LEADERSHIP*

PROFESSIONAL EXPERIENCE

SOUTHWESTERN BELL INTERNET / AT&T – Plano, TX – 1999-Present
Progressed through increasingly responsible positions.

UNIX Systems Administrator, DNS Provisioning Group/IP Services Team, 2004-Present

Promoted to direct team for authentication and DNS within a 24x7 rotation for support of small and large customers, including Dreamworks, Wal-Mart, and the California State School System. Coordinate with hardware team to expedite server issue resolution in remote environment. Lead full cycle of projects, from conception and requirements gathering through development, testing, troubleshooting, and completion. Work with team of DNS provisioners, monitoring accuracy of DNS changes and providing technical guidance to other groups while reporting revenue and volume metrics monthly to upper management. Use VI and command line arguments on Sun Solaris DNS Servers.

Key Contributions and Accomplishments:

- ❑ **Performance Improvement** – Worked as part of a team that implemented DNS changes across the entire AT&T network, contributing to a drop in percentage of network outages to near-zero.
- ❑ **Process Streamlining** – Developed and integrated processes that streamlined server changes and improved productivity as a result.
- ❑ **Staff Development** – Improved capabilities of existing personnel and shortened learning curve for new hires through delivery of training for all team members in DNS and key services.
- ❑ **Web Content** – Wrote content for corporate-wide site providing DNS information to company's customers and outlining procedures for work order completion.
- ❑ **Performance Recognition** – Earned Employee of the Month Award for 12/06.

DNS Administrator, DNS Server Support Group, 2001-2004

Promoted to perform DNS Server maintenance (repairs, upgrades, patches) for Sun Solaris 2.8 Servers across multi-state SBC territory, including Texas, Oklahoma, Arkansas, Missouri, and Kansas. Conducted trend analysis and evaluation using proprietary tools. Completed security audits in joint effort with Security team, determining security risks/issues and appropriate corrective action to uphold highest security levels. Collaborated remotely with hardware team on resolution of server issues. *(Continued)*

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DNS ADMINISTRATOR, continued

Key Contributions and Accomplishments:

- ❑ **Team Building** – Participated in review and evaluation of both software and vendors, contributing to high-quality selections for new technology acquisition team.
- ❑ **Server Optimization** – Performed testing that led to purchase of load balancing platforms and subsequent increase in response time of servers for customers.
- ❑ **Performance Maintenance** – Ensured adequate redundancy of servers in order to achieve objective of 99.9% uptime.

Team Lead / Systems Operations Group, 1999-2001

Directed team of 5 in network management functions, relaying information regarding network-wide server outages (24-state region) through the proper channels.

Key Contributions and Accomplishments:

- ❑ **Network Uptime** – Used BMC Patrol and NetCool programs to monitor network, achieving full redundancy at all times for 250 servers to uphold 99.9% uptime.
- ❑ **Problem Resolution** – Addressed and resolved issues for SBC Corporate Mail platform users through mail server testing and command line functions for authentication problems.

*** Prior position as Dial-up Technician for Verio, Inc. Served as 1st-line dial-up technical support for ~40 customers daily. Worked with Windows and Mac users to resolve issues regarding email, connectivity, and authentication. Set up customer connections and ensured customers' proper setting for web access. ***

PROFESSIONAL DEVELOPMENT

Bachelor of Science in Telecommunications

Baylor University, Waco, TX, 1994

Masters-level Management Information Systems courses

University of Texas at Dallas – 1999

Certified UNIX Systems Administrator

Southern Methodist University, Dallas, TX, 2000

Professional Training

Solaris 10 Features for Experienced System Administrators – 2007

CISCO CCNA Training – 2005

Advanced F5 BigIP Training, Global Knowledge - 2002

CISCO Router Training - 2001

DNS Advanced Training - 2000

Extensive knowledge and training in SUN/Solaris servers/workstations and NT/2000 workstations.

COMPUTER SKILLS

Software:	BIND 8 and 9, MS Office Suite
Hardware:	Sun, F5 BigIP
Platforms:	UNIX, Sun Solaris, Windows XP/NT/2000