

NORMAN J. SANTOS
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WEB APPLICATION DEVELOPER

HIGHLIGHTS OF QUALIFICATIONS

Eight years of work experience along with a strong desire to learn and improve. A motivated and dedicated team player with a desire to build great software that serves the target audiences needs both elegantly and usefully. Very strong knowledge of Open Source software and Unix-like operating systems.

EDUCATION

WESTWOOD COLLEGE, DENVER, CO

► Bachelors of Science Degree in Computer Network Management

OCT 2004

TECHNICAL SKILLS SUMMARY

Operating Systems:

FreeBSD, Cisco IOS & CLI, Linux, Microsoft Windows 95/98/2000/ME/XP/Server 2003.

Software:

CakePHP, Apache (1.x – 2.x), MySQL (4.x – 5.x), PHP (4.x – 5.x), Javascript, AJAX, LAMP, Prototype, VIM, Eclipse, Dreamweaver, Samba, Veritas Backup Exec, Citrix, Photoshop, Flash, Smarty, MS Exchange and Outlook, Remedy, AutoCAD 2000, VBA, Access, MS Office (Word, Excel, Visio, and PowerPoint), IIS, SQL Server (7.x – 2005).

Networking:

Scalable IP Network Design, T1-T3, DS3, DSL, ATM, WiFi, Project Management, 350+ Hours of WAN and LAN Troubleshooting, Cat5 Installation, HTML, TCP/IP, Layers 2, 3 & 4 Routing and Switching, IP Subnetting, IP Supernetting, RIP, RIPv2, IGRP, OSPF, EIGRP, BGP, Frame Relay, ISDN, DDR, Radius, PPP, NAT, DHCP, DNS, SMTP, VPN, WINS, Adtran, POP, VoIP, Ethereal.

PROFESSIONAL EXPERIENCE

NEW CITY MEDIA, Blacksburg, VA

Apr. 2006– MAR 2007

IT Customer Service Representative / Programmer

- Developed dynamic web sites using PHP, SQL Server, MySQL, Javascript, AJAX.
- Learned and implemented various Javascript/AJAX frameworks according to given specifications.
- Provided input during the planning phase of projects.
- Wrote an core extend-able class for use in Flash Remoting (AMFPHP) to a Wise XML RPC server.
- Installed, configured and moved existing code into a Subversion repository which provided multiple access methods.
- Trained colleagues on the proper use of Subversion and patterns for efficient long term use.
- Integrated Subversion Repository with FogBugz for bug tracking and change management.
- Facilitated upgrade to new database servers and migration of data to a fault tolerant mirrored array.
- Planned, purchased and installed existing servers in new rack with cable management; included renumbering the company network and downtime planning to minimize impact on customers.
- Made changes to IIS, DNS and provisioned new sites for customers.
- Worked on a team as a programmer for the following sites: chathamhall.org, mikedujour.com, chapin.edu and progprint.com.
- Used CakePHP as a test bed for rapid prototyping of web applications in the planning phase.
- Maintained a cross platform network (FreeBSD, OSX, Windows) supporting 18 users.

UDI'S FOODS, Denver, CO

April. 2004– DEC 2006

Consultant: Web Application Engineer

- ▶ Developed a dynamic order tracking system according to the customer's specifications which, saved the customer between 2 and 3 hours daily of data entry. The system interfaces with Quick Books and Label Matrix for complete workflow integration.
- ▶ Developed system using open source software resulting in no software licensing fees.
- ▶ Hand coded PHP on a Unix server running Apache and a MySQL backend for the majority of the project.
- ▶ Wrote Custom Perl scripts for data mining and recursive directory searching.
- ▶ Integrated AJAX to help with server load on large pages along with greater user interaction.
- ▶ Used Dreamweaver for layout and mockups of overall designs.
- ▶ Used the Pear API to include external functionality above what the host language provided.
- ▶ Wrote scripts to localize data and input data in to the database using SQL queries.
- ▶ Primary DBA for development, optimizations and support of the application.

COLONIAL SUPPLEMENTAL INS., Columbia, SC

JUNE. 2005– JUNE 2005

Consultant: Network Installation

- ▶ Advised on network and phone system needs.
- ▶ Installed Cat5 cable from DMZ throughout office for network and telecom.
- ▶ Ordered, installed and configured VoIP PBX with incoming call queues and voicemail for each user.
- ▶ Installed and configured a Linux server for an intranet and email server.
- ▶ Troubleshoot Intel hardware to find and replace faulty components.

WESTWOOD COLLEGE OF TECHNOLOGY, Denver, CO

AUG. 2001– OCT. 2004

Student

- ▶ Built Windows 2000 networks using Active Directory, Group Policies, MMC and joining servers to a domain in mixed and native modes.
- ▶ Installed roaming profiles for Active Directory users.
- ▶ Built local security policies to many different pre-defined specifications.
- ▶ Troubleshoot Intel hardware to find and replace faulty components.
- ▶ Sub and Super-netting of Ipv4 address's
- ▶ Configured and troubleshoot CISCO wide area networks using RIP, IGRP, OSPF, EIGRP and BGP routing protocols.
- ▶ Cisco 2900, 3900 and 4700 series switches and routers.
- ▶ Ethernet, Frame relay, ISDN and T1 line troubleshooting and use in wide area networks.
- ▶ Through investigation of the OSI Model.
- ▶ Used HSRP, STP and VLANs in network design for scalability and reliability.
- ▶ Implemented ACL's for network access security and network performance.
- ▶ Setup and used TFTP to load and backup router config files.
- ▶ Installed and configured Red Hat Linux from scratch to be a DNS, DHCP, NFS, and Web Server.

PERSONAL ASSOCIATES, Denver, CO

MAR. 2002– OCT. 2004

Consultant: Network Administrator

- ▶ Designed, purchased and installed network infrastructure consisting of Cat5 cable, switches, routers and secured wireless access points.
- ▶ Maintained a scalable TCP/IP network encompassing DHCP, wireless and authenticated remote access. Network resources included Unix file server, printer, scanner, and web server.
- ▶ Used Secure FTP to transfer files to and from remote Servers.
- ▶ SSH access to remote servers for shell scripting and programming.
- ▶ Troubleshoot Intel hardware to find and replace faulty components.
- ▶ Wrote a C program to pull data from the web and insert into an internal database.

CATHOLIC HEALTH INITIATIVES, Englewood, CO

DEC. 2003 – OCT. 2004

Customer Support Analyst: Level II

- ▶ Provided point of contact for any data related issue or questions relating to or discovering an outage.
- ▶ Troubleshoot and escalated Windows, network, printing, and telecom issues through the proper escalation queue for 26 separate hospitals while remaining HIPPA compliant.
- ▶ Supported numerous billing and inventory programs housed in an on-site data center.
- ▶ Envisioned and created a dynamic web application for tracking on-call analysts and their associated contact information. This application ran on an Apache PHP enabled web server utilizing MySQL as a back end.
- ▶ Used Citrix Meta frame Ver 4.0.3 to access and troubleshoot remote servers.
- ▶ Troubleshoot Intel hardware to find and replace faulty components.
- ▶ Used SQL to data mine on a Microsoft SQL server for the creation of custom reports.

Intern: Network / Desktop Analyst

- ▶ Assisted in maintaining a 150-user Microsoft network serving numerous telecommuters. Network resources consisted of centralized administration of AD, Exchange, DNS, DHCP, IP Printing, Remote Access and VPN.
- ▶ Troubleshoot and resolved user issues in a presentation environment with emphasis on time and daily backups of mission critical servers using Veritas Backup.
- ▶ Facilitated in the completion of a Windows NT 4.0 to Windows 2000 Server migration.