

Drew Alden

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PERSONAL SUMMARY

My name is Drew Alden, and throughout life I've been driven and excited by technology. I continue to advance my knowledge of all things tech every day, and I pride myself on being an expert in several facets of IT. I strive to deliver uncompromising, top-notch service to employers and customers alike, and look forward to new opportunities.

EDUCATION

Ball State University Muncie, IN *August 2003 – May 2008*
Computer/Information Technology, Bachelors of Science
Minors in Computer Science and Business Administration

- » Attended and excelled in Ball State's **Cisco CCNA NetAcademy** program.
- » Focused on networking technologies, protocols, routing and router configuration, maintenance and security, as well as IT project management and planning.
- » CS Minor focused on Windows programming in several languages. Created working prototypes for numerous web development projects and desktop applications.
- » BA minor developed management, economics and entrepreneurship skills.

Mt. Vernon High School and High Tech Academy *August 1999 – June 2003*
Fortville, IN

- » Attended the region's only **Microsoft High Tech Academy** while completing high school diploma requirements.
- » Awarded High Tech Academy Excellence Award (Single Student)
- » Youngest student in the U.S. to be awarded Windows XP MCE certification.

CERTIFICATIONS

Microsoft Certified Professional (MCP) – Windows XP Professional
Microsoft Certified Professional (MCP) – Windows 2000 Professional
Microsoft Certified Professional (MCP) – Windows 2000 Server
CompTIA A+ Certified – Hardware and Software
Certified IC³ Microsoft Office Specialist
Training to acquire Cisco CCNA and additional MCP certifications in 2013.

EXPERIENCE

Security Analyst *February 2012 - Present*
CGI Technologies and Solutions Inc. - Phoenix, Arizona www.cgi.com

- » Performed threat analysis and reporting for multiple Federal cloud-based hosting DCs.
- » Provided daily write-ups on event analysis and monitoring using industry standard SEIM and IPS tools including ArcSight, SourceFire and Splunk.
- » Assisted with creation of processes, best practices, and SOPs to further develop SOC.
- » Developed custom web apps for the SOC including a security token manager and CMS.

SKILLS

CERTIFICATIONS

- Microsoft Certified Professional (MCP) for:
 - Windows XP
 - Windows 2000 Pro
 - Windows 2000 Server
- CompTIA A+ Certified
- IC³ Microsoft Office Pro

NETWORKING

Cisco CCNA Trained
RIP, VTP, STP, ACLs
IGRP/EIGRP, OSPF,
VPN, NAT, VLANs
LAN/WAN, TCP/IP, DHCP
Active Directory
IPv4 Subnetting
QoS, VoIP

WEB DEVELOPMENT

PHP
ASP/ASP.net
SQL/MySQL
HTML/XHTML
CSS
JavaScript/AJAX
XML/XSL
FTP/SSH

APP DEVELOPMENT

Visual Basic 6 / VB.Net
C#
C++
Objective-C
Java
COBOL

SYSTEMS

Microsoft
Windows 2000 Pro
2000/2003/2008 Server
Windows XP Pro
Windows Vista
Windows 7/8
Mac OSX
Linux – Ubuntu, Mint
Hardware – Custom Builds,
Diag, Repair, Upgrade, etc.

EXPERIENCE (contd.)

Systems Administrator

Jan 2011 – Jan 2012

Expedia.com, Network Operations Center - Chandler, Arizona

www.expedia.com

- » Provided network and server administration support for multiple Expedia datacenters.
- » Triage and actioned thousands of alerts daily across Expedia's 10,500+ servers.
- » Directly responsible for maintaining uptime of over two dozen of Expedia's international customer-facing websites.
- » Created custom tools and scripts, worked with management to streamline processes.

Technical Support Specialist

June 2009 – November 2010

Grant Thornton, LLP via Oceanview Technology - Phoenix, Arizona

www.gt.com

- » Sole provider of desktop application, networking, and communication support for more than 100 users between two regional enterprise offices.
- » Job duties included performing day-to-day maintenance of mobile laptop-only fleet, enterprise Blackberry configuration, application and hardware testing / deployment.
- » Maintained video conferencing equipment, Avaya IP telephone systems, and Microsoft Outlook and Communicator collectively, providing Universal Messaging capabilities.

Tier 2 Network Tech, Web Developer, Call Center Mgr

May 2005 – July 2009

Airwave Networks - Muncie, IN

www.airwave-networks.com

- » Provided more than 50 student housing complexes with broadband internet, cable TV, and related troubleshooting and support.
- » Promoted several times, held positions including On-Site Network Technician, Network Installer, PHP Web Developer, Digital Cable Specialist, and finally Tier 2 Networking Support / Call Center Manager. Titles were often held simultaneously.
- » Managed Tier 2 support directing technicians who field customer calls, and supported several off-site LANs with WAN broadband connections.
- » Hands-on experience included complete ground-up network installations, troubleshooting Dish Network digital cable distribution systems, and 3 years performing on-location network maintenance for both.

REFERENCES

James Macy

Network Operations Center Manager, Expedia

480.234.1115

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Jim Sanchez

Network Operations Center Manager, Expedia

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Benon Kerkotchian

Tier 2 Systems Administrator, Expedia

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Kate Kelly

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Scott Baumann

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Additional work experience and many additional references are available upon request.

SKILLS (contd.)

SOFTWARE

Adobe
Dreamweaver
Photoshop
Audition / Cool Edit
Premier
Ghost / TrueImage
MySQL
Oracle
Apache (LAMP)
IIS
VMWare / VirtualPC
MS Office Suite
Various Anti-Spyware/Virus Tools

INTERESTS

COMPUTERS AND TECH

Cisco Networking
Apple iPhone
Mobile Computing
PC Repair

DEVELOPMENT

Web (PHP and MySQL)
Windows (C#)
Mobile (iOS SDK)

PC GAMING

VALVe Game Engines
Map Creation / Modding
DirectX
Console Modification

OTHER

Cars and Motorcycles
Guitar and Drums
Outdoors
Cooking
Paintball

HONORS AND ACTIVITIES

High Tech Academy Excellence Award – Single student, nominated for becoming youngest student in the US to obtain MCP certification for WinXP. Mt. Vernon High School – 2003

Web Development Chair, Alpha Kappa Psi Business Fraternity – 2006-2008

LAN Designer, BSU ITCMP - Community Outreach IT Project – 2007

IT Consultant, Delaware Country Club Technology Project – 2006

IT Consultant and Web Developer, A3 Financial Services – 2011

Technical Director, Ball State Electronic Gaming League – 2006-2007

Volunteer, Mt. Vernon High School IT Dept. – 2002-2003

Volunteer, Habitat for Humanity – 2006-2008