

James Edward Toebes

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Integrating Technology and People for a Real Solution.

TECHNICAL SKILLS AND EXPERIENCE

OS: Microsoft Desktops Through Windows 10. Fedora, Microsoft Server through 2012, Redhat/Centos 4/5/6/7.

Mobile OS: IOS, Android, Windows Phone

Applications: IIS, Apache, SharePoint, ownCloud, MobileIron, SCOM, SCCM, Syntellect, Axway Connector, RightFax

Databases: Oracle, MS SQL Server, MySQL, Postgres

Scripting/Languages: Bash, KSH, Unix Shell, C, C#, Java, SQL, PowerShell, VBA, VB, .Net, ASP, Lisp, PHP, Perl, JSON, SOAP

Authentication: Microsoft Active Directory (Kerberos), LDAP, NIS.

Virtualization: VirtualBox, Xen, VMWare.

Project Management: Planning, Design, Requirements, Estimation, Progress, Documentation, Personnel and Archival.

PROFESSIONAL EXPERIENCE

SENSUS / Xylem

Application Engineer

Aug 2016 – Present

Contract to Hire through JSG Inc. Converted April 2017.

Installation, configuration and optimization of Flexnet wireless utility monitoring and data collection system. The system includes water, gas, electric and lighting. Systems operate in a mix of Windows and Linux based environments.

- Tier 2 Technical Support for a complex radio based data management system.
- Provide training and support for Tier 1 personnel.
- Scripting in a combination of Perl, bash and a variety of tools.
- Troubleshoot communications and performance situations.
- Direct client support.
- Coordinate activities and events with internal teams.
- Manage firmware and customer requirements.
- Support both client hosted and SaaS based deployments.
- Database development and system management responsibilities.
- Develop solutions to newly encountered situations.

Ateb Inc., Raleigh, NC

IVR System Developer

Mar 2014 – Jul 2016

Develop Applications in C, C# and Java using tomcat, .net, and json to support pharmacy interactive voice response systems (IVR) in a mix of Windows and Linux based environment.

- Extensive shell scripting in bash and ksh.
- Developed integrated cross platform build system.
- Windows development includes custom installer, server environment integration and client tools.
- Analog, T1 and SIP telephony platforms using both Dialogic and Pika drivers.
- Network traffic analysis with wireshark for SIP traffic troubleshooting.
- Provide security, validation and operating system certification for deployed systems

PPD, Morrisville, NC

Systems Administrator Specialist:

Mar 2000-Feb 2014

Mar 2011-Feb 2014

Manage mobile and communications (Voice, Fax, Email, Messaging) technology for a global company more than 13,000 professionals worldwide. Server, Application, Policy and User support provided including on call rotation.

- Expand mobile device management solution to support additional devices, capabilities and management.
- Coordinate Migration of users from on-premise Exchange (2003/2010) environment to Office 365.
- Developed Android application to support company training plans.
- Merge operations of multiple departmental IT groups into global operations and services.
- Provide technical services and consulting with a large global team.

Data Center Services Supervisor (IVRS):

Apr 2007-Mar 2011

Manage all aspects of datacenter: physical environment, server and services selection, server build and support, application deployment and management, and monitoring, and personnel management. Provided 24/7 on call support with greater than 99.9% uptime.

- Integrate acquired group systems and services with existing environment, minimizing operational impact and cost.
- Manage 110+ Servers, 30+ Applications, desktop support for 70+ users.
- Build Windows/Linux automatic application deployment system with verification system.
- Provide system and development support for disaster recovery plan.

Senior Systems Administrator:

Apr 2003-Apr 2007

Server build and support, application deployment and management, server monitoring. Provided 24/7 on call support.

- Manger 45+ servers, 15+ Applications, desktop support services for 40+ users.
- Develop automated system to support for disaster recovery plan.
- Standardize and stabilize server environment.

Senior Systems Developer:

Oct 2002-Apr 2003

Systems Developer:

Sep 2000-Oct 2002

Contractor (New Boston)

Mar 2000-Sep 2000

Application development and support for IVRS services in a regulated environment. Services include recruitment scripting applications, clinical trial management and tracking systems, fax-based data monitoring and collection applications, and remote data collection systems.

- Participated in standardizing development process, procedures and methodologies.
- Provided training and mentoring for new developers.

Acroprint Time Recorder Company, Raleigh, NC

Software Engineer

Nov 1998-Mar 2000

Perform application development for time and attendance software.

- Developed reporting engine for object oriented data reporting including runtime editor.
- Developed dynamic calculation engine to process user configurable options with 3rd party extensions.

Offutt System Inc., Greensboro, NC

Developer/Manager

Nov 1995-Nov 1998

Managed and coordinated all aspects of MLS master book production and development, including a 5 member staff.

- Developed a new publishing application that was utilized for more than 10 years without modification.
- Created a company-wide networks (MS-DOS, Windows and UNIX) computer network including e-mail.

Langley & McDonald, P.C., Virginia Beach, VA

CAD Technician/Programmer

Feb 1994-Nov 1995

Computer Aided Drafting and Application Development.

IDAB Inc., Hampton, VA

System Drafter

Mar 1991-Feb 1994

Computer Aided Drafting and Application Development.

Clark Smith Associates, Norfolk, VA

Drafter/Technician

Apr 1989-Mar 1991

Drafting and Engineering services.

Basgier and Associates, Virginia Beach, VA

Survey Drafter

Jun 1985-Aug 1986

Manual and Computer Aided Drafting.

MAJOR PROJECTS

Data Aggregator – 2018

- Built system in bash/Perl to connect and aggregate data from multiple servers (100+) with no human interaction. No client installs required. System required to navigate several users via ssh and change users for operation to collect connection information. Integrate with SQL tools for database queries to extract installation specific data.

Personal Home Server– 2013-2018

- Original Build in 2013. Now on 5th Generation. Configured a home server with remote access, Web based document editing, Web based password manager, RSS aggregator, Podcatcher and Personal web pages, 'Dropbox' style file share, and mobile device contact and calendar synchronization. The server utilizes Fedora, Apache, NextCloud, Postgres, TTRSS, Docker, LetsEncrypt SSL, sync utilities and custom application. No data lost in any migration from rebuilds.

New Device Deployment - 2016-2017

- Work with a new product team to deploy and support a new remote sensing and control device. Includes customer coordination, back-end troubleshooting and new technique development.

Support Migration - 2016-2018

- Review existing systems. Collect or generate operation and certification documentation. Confirm proper operation and stability of systems. Provide documentation and training for operational support teams to transition systems from a development to stable support role.

Linux Services Installer - 2015

- Architect and develop integrated service installation and configuration system to support both System D and init script based systems. Installed required to support, detect and configure at deployment allowing a single installer to support multiple versions. Developers can define service without regard to installation destination.

Integrated Server Monitoring Solution - 2015

- Architect and develop integrated server monitoring solution in Bash scripting. Monitoring of running processes, system resources, and application interactions. Automated responses include self-correction and proactive notification. Intelligence to prevent spamming, automatically update and report to a central server.

Notification System Redesign - 2015

- Architect an integrated notification system redesign. System required to maintain backward compatibility, enhance performance and reduce management. Redesign allowed multiple client specific versions to be replaced with a single package for all clients.

Web server migration and development – 2014-2015

- Migrate existing websites and services between hosting providers with no loss of services including email during migration for multiple clients. Provide design, coordination, custom development, integration and support for organizations during migration.

Multi-platform Build Management System – 2014-2015

- Develop a cross platform build management system integrated with Subversion for code management. Track build versions and build targets cross platform. Allows consistent builds with configuration management. Generates deployment ready packages with unique names in a central repository.

Office 365 Migration – 2013-2014

- Manage Migration of 13,000+ mail accounts from on premise exchange servers to Office 365. Schedule built based on department, time zones, legal restrictions, mobile device capabilities, and mailbox access. Multiple data sources including manual entry, active directory, LANDesk reporting, and MDM are required. I developed a system using a combination of VBScript, PowerShell, MS Access, and third party tools to gather and process all information in near real time. Develop and implement automation for scheduling and notification of Users with migration issues detection and rescheduling. SharePoint integration allowed users to request scheduling while maintaining all business logic rules.

IVRS Infrastructure Upgrade – 2011-2013

- Migrate IVRS (Interactive Voice Response System) to new architecture. This is a complex system of reporting, web interface, phone interface, faxing, emailing, scheduled notifications

and database. Telephony was converted from dedicated T1s to SIP. Application servers were moved to clusters at multiple sites. I designed the new architecture, and managed the efforts involved. Final migration was completed in less than 1/2 hour of the allocated 2 hour window. Disaster recovery model was changed to a business continuity model. The modifications allowed non production environments to be reconfigured for a significant cost savings.

Data Center Integrations – 2011-2013

- Corporate reorganization required the integration of separate independent IT teams into a reorganized global support infrastructure. This involved reconfiguration of both Linux and Windows servers to corporate standards. I managed training, documentation, and scheduling of activities.

VOLUNTEER ACTIVITIES

US Cyberpatriot		Team Captain, Mentor	2015-Present
Civil Air Patrol – USAF Auxiliary	Capt..	Deputy Commander, Honor Guard, Emergency Services	2009-Present
Wake Forest Church Of the Nazarene		Church Board, IT Support, Various Add. Roles	2010-Present
Servants With A Tool (S.W.A.T.)		IT Support, Various Construction/Maintenance Roles	2011-Present

AWARDS

Presidential Volunteer Service Award	<i>US Government</i>	<i>May 2018 (6 years in a row)</i>
Project Certificate of Appreciation	<i>PPD</i>	<i>Dec 2012</i>
Peak Performance Team Award	<i>PPD</i>	<i>Dec 2009</i>

CERTIFICATIONS AND EDUCATION

Microsoft Certified Professional (MCP) 203536	
A.S., Engineering (AutoCAD, Computer Science), 1991	Tidewater Community College, Virginia Beach, VA