

Rami Kuttaineh

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I continue to apply my technical experience and develop professionally.

EMPLOYMENT

SunGard Higher Education

Helpdesk Analyst November 2005 - Present Day

- Train new hires on proper over-the-phone troubleshooting techniques.
- Handle phone, chat, email and documentation with an average of 40-64 events per day.
- Support no less than 35 unique educational institutions.

Hostcentric Technologies

Intermediate Administrator March 2003 - January 2005

- Setup web and mail domains across Linux and Windows Servers.
- Wrote on-demand backup scripts. Fixed shopping cart configurations.
- Concurrently monitored and resolved mail and CPU issues on over 80 servers.
- Generated and installed tens of dozens of new and renewal SSL certificates.
- Traced and shutdown exploited server scripts and notified senior admin.
- Migrated MySQL databases, web and mail content across servers.
- Quality checked and corrected new dedicated client servers.

Convergys AT&T Internet Services

Internet Application Specialist October 2001 - May 2002

- Configured applications: Outlook, browsers & Windows TCP/IP.
- Supported Windows, Macintosh operating systems and DSL equipment.

Nabors, Giblin & Nickerson, P.A.

Branch office Computer Support August 1999 - March 2001

- Acted as the single support agent for the office of twenty.
- Ran regular backups and administered the local Exchange server.
- Setup a score of new and old computers into the new office building.
- Performed Y2K checks and upgrades for a smooth transition.
- Installed dozens of software and hardware upgrades.

EDUCATION

1998-2002 **UCF - Coursework in Computer Information Technology**

- Studies included object-oriented design along with other CS2 ideologies.
- Took computer architecture, operating systems, database and networking concepts.
- Co-wrote a database program from scratch using the C programming language.

1995-1998 Valencia Community College - Associate in Arts

- Outstanding achievement award for work on campus magazine.
- Completed calculus for engineers, physics and multiple writing courses.
- Double loaded on the humanities, voice, dance and figure drawing.

OTHER EMPLOYMENT & EXPERIENCES

2005 Participated in the construction of various learning centers.

2002 Patched switches and installed computers at Four Corners Charter School.

2002 - 2003 Digital plotter operator: converting, scanning, queuing, archiving prints.

1995 - 2000 University High School YoungLife leadership: served as camp work crew boss.

1994 - 1998 Attended week long conferences including two SIGGRAPHs, WebNet & IEEE DIS.

1993 - 2001 Volunteered several years with UCF ACM & Orlando ACM SIGGRAPH groups.

1992 - 1995 Built virtual reality hardware did 3D modeling and coded a world viewer.

UCF School of Nursing

Senior Lab Tech August 1996 - May 1999

- Created the RN to BSN Program Newsletter.
- Instructed faculty on various software packages.
- Managed a regularly changing inventory of instructional videos.
- Served as the local support agent for those involved in online learning.
- Assembled a wide range of documents and presentations.

Visible Light Digital

Webmaster & Phone Support Summer 1996

- Indexed the definitive source for MPEG products and news.
- Increased online sales while providing telephone tech support.

UCF Digital Media Lab

World Builder / Lab Administrator Summer 1995

- Designed and manufactured bookshelves.
- Worked with children, artists and educators in the production of virtual worlds.
- Administered a mixed lab of SGI, Sun and Windows workstations.
- Submitted weekly progress reports for the director.

COMPUTER KNOWLEDGE

Windows Server Software

Authentix; Exchange, Imail; IIS 4-7
MSFtp; Serv-U FTP Server; VMware.

Scripting / Programming Languages

#!/bin/sh & Bash Scripting; C/C++;
HTML; MS-Batch; OSF; Pascal; SQL.

Other Software

Angel; Blackboard; BANNER; Datatel; PeopleSoft; MIVA; FrontRange; MS Office; SNOW; VMware; Dev-C++.

Linux Server Software

Apache Httpd Server 1.3-2.2; BIND; MySQL;
PLESK; Qmail; Sendmail; Spam Assassin; vi.

Operating Systems

AIX; BSDi, Free/Net/OpenBSD; HP-UX;
IRIX; Linux; OpenServer; SunOS; QNX;
15 years on various Windows Servers.