

# Brooke Colquhoun

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<http://home.comcast.net/~freshlaundry/index.htm>

## OBJECTIVE

Seeking creative use for background in technical problem solving, systems administration and Internet development.

## SKILLS

Account Administration	Appleshare, NT, Novell, Unix	5+ years
Adobe Photoshop		4+
Client/server environment support	Oracle, NetDynamics, Java	1+ yrs
HTML		5+ yrs
Internet-related software support		4+ yrs
Javascript		1+ yrs
Korn Shell Scripting	ksh	<2 yrs
Macromedia Dreamweaver		4+
Macromedia Flash	Actionscript Programming	4+ yrs
Microsoft Office	Word, Excel, PowerPoint	10+
Microsoft Access	SQL, Visual Basic	<1 year
Microsoft Visio		< 2 years
Microsoft Project		< 1 year
Operating System support	MacOS, DOS, Windows 95, 98, NT, 2000	6+ yrs
Perl	CGI	1+ yrs
Server Administration	Appleshare, ISDN, FirstClass	2+ yrs
Systems Administration	Sun Solaris UNIX 2.6-2.7, Compaq Tru64 UNIX	<2 yrs
Technical writing		4+ yrs
Technical support experience	Hardware, Software, Printers, Peripherals	6+ yrs
Web Hosting	Netscape Enterprise Server 3.6.2, 4.1	<2 yrs

## EXPERIENCE

**2003-Present**                      **Southlake Corporation**                      **Richmond, VA**

Office Manager

- Responsible for all day-to-day operations of Southlake Corporation (formerly Kaymich, Inc.)

**2002- 2003**                      **Wake County Human Services**                      **Raleigh, NC**

Systems Administrator

- Administrator for a Compaq/Digital 2100 Alpha server (Tru64 UNIX)
- Backup admin for AS400 server
- Administrator for Unicare, a COBOL-based application that serves Wake County's health services community
- Provide system backup, customer and maintenance support as needed
- Provide NT server and SQL 2000 support as needed
- Create, maintain and repair databases which link to Unicare data
- Headed up several *special technology projects*
  - : Implemented and configured Trainersoft (NT Server, SQL 2000, Apache, HTML) for county-wide use of scored learning modules
  - : Configuration and support for a DEC Terminal Server and modem bank
  - : Administration of VIMS (Veteran Information Management System)
  - : Implemented ViaVoice for clinicians to replace 3<sup>rd</sup> party dictation agency

**1997-2001**                      **Holt, Rinehart and Winston**                      **Austin, TX**

Systems Administrator

Developed this multi-faceted position with the New Media staff, which involved a wide range of duties. Responsibilities included those of Systems Administrator, Webmaster, QA, Instructional Resource Developer, Trainer, and Applications Developer.

- Sole UNIX system administrator for an E-250 SPARC server (local) and E-450 server (remote) both running Solaris 2.6
- Installed, configured, and patched local server from scratch and installed all applications in use
- Worked with network administrators and a local ISP to establish router configuration, IP ranges, firewall setup, and DNS entries
- Responsible for backup, maintenance, troubleshooting and 24-hour support

Webmaster, QA, Instructional Resources, Trainer

- Webmaster duties for 14 web servers running on Netscape Enterprise Server (versions 3.6.2 and 4.1)
- Produced Ksh scripts that error-checked web pages for common problems, missing links and images, and bad HTML code (later upgraded to CGI-based scripts) :: output in HTML format
- Implemented CGI-based stat report generator so that the marketing department could have immediate and comprehensive access to our website statistics
- Implemented internal bulletin board for paperless design review cycles
- Provided the sole source of QA, bug-checking and tracking for HRW's Oracle, NetDynamics, HTML, Java, Javascript, and DHTML based products

- Created QA test cases and procedures, implemented QA, and created an online method for internal clients and vendors to report bugs as well as track fixes
- Created manuals, instructional resources and provided training classes for HRW's NetDynamics-based products
- Served as an invaluable resource for applications developers, project managers, vendors, and designers who encountered problems they did not know how to solve
- Took initiative in developing a CGI-based prototype (final product will be in Java and WebLogic) for delivering book content online which was reviewed by the president of HRW and members of the parent company Reed Elsevier and is serving as the template for a final product currently in development
- Appointed to the Publishing Staff Advisory Board, which gives council to the president of the company

#### New Media Applications Developer

- Compressed, edited, and assembled audio and video clips
- Experience with AVID Xpress video/audio production
- Worked with the Application Developer team to create CD-ROM and web-based products with Director, Shockwave, HTML, Javascript and Flash

#### IT Support Specialist II

- Received a CITE award for excellence
- Provided paperback and web-based instructional materials in a proactive response to call volume (HTML, Word, Dreamweaver, Photoshop)
- Resolved hardware and software issues for the design, web, and media departments (120+ clients) as well as regional offices
- Administered ISDN, First Class, and Appleshare servers
- Installed and supported Mac OS, Windows 95, 98, NT, over 200 different applications, hardware, laser printers, and Canon CLC 1000, 700s and RIPs

#### IT Help Desk Operator

- Provided first line of technical support for the IT department
- Wrote Lotus Notes manual and developed intranet resources to reduce call volume (HTML, Word, Photoshop)

#### Research & Curriculum Administrator

- Database administration and technical writing

**1996 – 1997**                      **Omega Environmental Services**                      **Richmond, VA**

#### Computer Administrator

- CAD design and database administration

**1993 – 1994**                      **Academic Computer Counseling**                      **Richmond, VA**

#### Computer Consultant

- Resolved hardware, software and networking issues within Macintosh, Windows and UNIX mainframe environments

### **FREELANCE**

**2002-Present**                      **Emisare, Inc.**                      **Greensboro, NC**

#### Flash Programmer

- Creating interactive CD-ROM classes in Flash featuring the ability to save and load the entire state of the CD (answers, scores, radio button and checkbox states), multiple-user-profile storage (for classroom/CD sharing environments) and customized accompanying printable materials. (client: AIG - United Guaranty)
- Created an interactive CD-ROM catalog of classes in Flash featuring a hierarchical drop-down folder system, index and complimentary navigation system, as well as the ability to open classes with Acrobat Reader. (client: AIG - United Guaranty)
- Created an entire CD-ROM presentation in Flash creating branding, logos, design, and copy from scratch. The near-impossible deadline of 1 week (for conception, content, design, and production) was incredibly met without a significant sacrifice to the quality and depth of the product. The CD-ROM features an up-to-date page that downloads content automatically from the website. (client: Clarity)

**2001- 2002**                      **Lavishfish.com**                      **Austin, TX**

#### Flash Programmer

- Created the Macromedia Flash programming framework behind 'The Dell Direct Business Model', an internal training piece featuring 5 instructional games and Flash/ASP/SQL Server 2000 connectivity to a database hosted by Yahoo.com. Voiceovers by Dell's "You're getting a Dell, dude" Steven. (Client: Dell)
- Created the Macromedia Flash programming framework behind the game 'Zombie Cluster Pumpkins' released Oct 2001.

**2000**                      **Sicola-Martin**                      **Austin, TX**

#### Flash Programmer

- Created the Macromedia Flash programming framework behind 'Do the Route Thing', a game-show style interactive presentation for HP Sales Force staff featuring 4 instructional games. (Client: Hewlett Packard)

### **EDUCATION**

Virginia Commonwealth University – Computer Science (1991-1995)

Austin Community College

Business Information Systems – In Pursuit

**FORMAL TRAINING**

Project Management

Microsoft Project 2000

Visio 2000

UNIX-3, Solaris System Administration

Advanced Desktop OS Support Skills (PC)

Advanced Troubleshooting for Macintosh

Advanced Flash 5 Action-scripting : Lynda.com @ Ojai, CA

Advanced QuarkXPress