Bruce J. Cross

bruce@brucecross.com
626.228.5569

SKILLS

Exceptional people skills; thirsty for knowledge and understanding of emerging technologies and capabilities; strong command of domain infrastructure; prioritization, planning and delegation; able to read and adapt to market demands and trends; team based as well as solo based project management and completion; knowing when to redirect or reallocate resources; personable; polite; goal oriented.

EXPERTISE

Management - Project development and oversight; managed multiple outsourced contractors and subordinates in the following areas: web development, information technologies, software deployment, application development, programming and art direction.

Information Technologies - Mixed network interoperability for networks housing Windows 95, 98, NT 4.0, XP, Vista, Windows 7, Windows Server 2000/2003/2008, Mac OS 9, Mac OS X, various flavors of Linux, UNIX, and Sun SOLARIS; Well versed in Active Directory infrastructure and configuration; Microsoft Exchange email configuration and management (RPC over HTTP/IMAP/POP3); SSL certification; SQL Server and Reporting Services, Disaster Recovery/Backup implementation and design; Network security including SonicWall firewall and Barracuda Spam firewall configuration and management; DNS configuration and domain administration; Primary and Backup Domain Controller (PDC & BDC) administration and monitoring; DHCP servers; Web & FTP server setup and administration as well as internally and externally accessible web hosting via IIS or Apache; VPN (software and hardware); ISA proxy; GFI Web Monitor; SharePoint Services; Network Address Translation and configuration; Microsoft Office 2003/2007/2010 (Strong Excel capabilities; Minor VB Macro programming); Cisco IOS routing operating systems, PBX based phone systems (Tadiran/Coral and Nortel Norstar); VoIP and Analog (POTS) phone system administration; Phone and ethernet punch down block configuration and design; IP, ISDN and PRI/BRI based video conferencing setup and upkeep (Tandberg and Polycom); WiFi 802.11 a,b,g&n; RAID array setup and management; Unauthorized network attack prevention and security; Batch Scripting and automation; Sarbanes Oxley, COBIT and Small COSO adherence for publicly traded companies' information technologies infrastructure; Microsoft Navision ERP software; IBM AS/400; Online Ordering Systems and Credit Card payment merchant systems.

Operations – Very strong grasp of operational business environments including customer service, order processes, shipping & returns requirements, credits and rebills; protocol design for better operation stability and flow. Can provide informed insight on operational policies in regards to alleviating user error as well as offering managerial training on how to streamline departments in regards to IT practices.

Graphic - Graphic design; Corporate identity creation; Experience in 3D modeling & Animation in 3D Studio Max, Maya and Softimage; Trained in 3D character design, 3D and classical animation and video game development; Some After Effects experience; Very Strong Photoshop, Illustrator, and PowerPoint.

Web - Strong grasp of HTML & CSS code and design techniques; Some Javascript, PHP and ASP, editing of code for custom built web based applications.
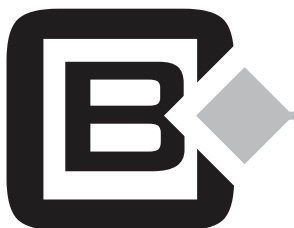
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EDUCATION

Silicon Valley College (Fremont, CA)
Systems Network Administration

CompTIA A+ Certification
Hardware & Software

EXPERIENCE

7 Years in Systems Administration & IT Consulting

REM Eyewear (Sun Valley, CA)
Systems Administrator; Employee of the Year 2009
June 2009-Present

Maintain a ~175 user work and sales force in a full production, high impact multi-million dollar environment. Gained a strong understanding of throughput, technological and operational requirements, and many facets of the process from design to sales. Successfully played a strong part in the migration of ERP systems from an IBM AS/400 to a SQL based Microsoft Dynamics Navision environment.

Arrowhead Research Corporation (Pasadena, CA)
Sr. Systems Administrator; WWW Administrator; Graphic Designer
Sept. 2005-August 2008

Maintained mixed mode domain environment and inter-office networks at publicly traded biological and electronic nanotechnology research company Arrowhead Research Corporation (NASDAQ : ARWR), as well as various subsidiaries in multiple states including Aonex Technologies (Pasadena, CA), Insert Therapeutics (Pasadena, CA), Calando Pharmaceuticals (Pasadena, CA), Unidym Incorporated - merged with Carbon Nanotubes Incorporated in 2007 (Menlo Park, CA and Houston, TX), Tego Biosciences (Houston, TX), and 2 forthcoming subsidiaries, one in Houston, TX and one in Chicago, IL.

Paracel, Inc. (Pasadena, CA)
Jr. Systems Administrator
Feb. 2004-Sept. 2004

Maintained mixed mode domain environment at Paracel, Inc. a high-performance computing company that developed the hardware and software that was the first in the world to successfully sequence the human genome (DNA). Provided desktop and server maintenance for Windows NT4.0, Windows 2000 Pro, Windows 2000 Server, Redhat Linux, UNIX and Solaris systems. Researched and implemented new technologies when necessary in order to keep the workplace in top technological and functional working order.

REFERENCES

Available on request.