

## Mission

To bring over 18 years of Information Technologies experience to enhance your business by encouraging quality team work, quickly solving complex problems, and controlling project costs.

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## Brief Biography

I've been fortunate to have an exciting, vibrant, robust, and diverse career in Information Technology. Starting in the late 1980's during college I got into the low-voltage cabling industry. In 1990 this opened up opportunities with computer departments and exposure to Novell NetWare.

Becoming a NetWare 3.x guru in the early 1990's I spent several years in server administration, systems & operations management, mainframe integration, routed networking, and client provisioning. Starting in 1998, I took a "short" 3 month contract at Michael Foods, Inc. Two years later, I was brought on as the Technologies Analyst and remained with the company for another 7 years.

With exposure to many opportunities in systems & operations management, disaster recover planning, remote access solutions, mobile device & messaging, systems integration, and architecture planning, I thrived. In addition to technical skills enhancement, I have been managing & leading projects and teams to answer business requirements and problems. This includes designing, implementing & managing an enterprise-class testing environment with all required hardware, software, space, documentation and most importantly, testing methodologies to replicate all existing systems and help successfully implement any project the business required.

In April 2007 I resigned from the Sr. Technologies Analyst position at Michael Foods, and struck out on my own as an independent consultant. Currently I provide consulting services through my firm, and contract service companies, that have expanded to include new media/social media exploration in addition to existing traditional Information Technology offerings.

## Published

You can find my written work on several websites ([RickMahn.com](http://RickMahn.com), [The Mobile Lifestyle](#), [Snowmoblog](#)), as well as my regular column on Social Media Exploration in [Personal Branding Magazine](#). Watch for more soon!

## Write ups

While blogging, I've generated some interest by members of the press. Here are a few links to some articles that I've been interviewed for and/or contributed information. As the URLs are quite long, you can find the links on the online version of my resume at <http://rickmahn.com/resume>.

- [The Wall Street Journal](#)
- [Fast Company](#)

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## Professional Experience

- Project management and leadership of small to medium information technology projects.
- An enterprise IT visionary, looking at the relevance of divergent new, upcoming technologies and how they become applicable to the business world.
- Analysis and evaluation of new media/social media tools & technologies and how they can be leveraged within the enterprise structure for customer and employee relationship enhancement.
- Information Technology Microsoft Windows architecture & design (*Windows, Wireless & Wired network, remote access VPN & Dialup, Terminal Services, Windows CE, Novell*).
- Secure remote access systems such as virtual private networking and dialup.
- Communications and messaging systems such as Microsoft Exchange, and Live Communications Server.
- Implementation of encryption key management to meet business security initiatives.
- Management of various IT systems as a “system owner”, requiring vendor contract negotiations, budget planning of future upgrade projects, a “visionary” view of the system and its future directions.
- Software development with Microsoft Visual Basic, scripting with Visual Basic Scripting and several proprietary scripting languages (product specific)
- Establishment and publishing several blogs on the Internet. These range from my personal blog (<http://rickmahn.com>) to mobile experiences & news (<http://themobilelifestyle.com>) to my favorite hobby, snowmobiling (<http://snowmoblog.com>).

## Accomplishments

- Implemented encryption key management environment at [Best Buy](#) to meet the 2008 PCI compliance initiative that saved the company an estimated 30MM in penalties.
- Upgraded and streamlined the automated client computer provisioning system at [Allianz Life](#). This consisted of numerous Microsoft technologies to support a dozen hardware platforms and thousands of both shrink-wrapped and legacy applications.
- Managed, planned, designed and implemented a secure enterprise-class Virtual Private Networking system. System was deployed initially to 250 users.
- Planned, designed, implemented & managed the IT Non-Production Environment (testing lab at [Michael Foods, Inc.](#)) for multiple projects (including disaster recovery planning) which had hardware, software, staff, and time interdependencies.
- Design & implementation of mobile client device (Windows CE 5.0) for an SAP Warehouse Management solution.
- Managed the design & implementation of Microsoft Systems Management Server 2003 (w/SP1) enterprise-wide in the US & Canada.
- Managed the project to develop a single standardized Windows XP based client computer “image”. This included several Office family software products along with business specific and ERP software requirements.
- Planning & deployment of BlackBerry Enterprise Server policies and device management services. With a focus on manageability & security of data & devices.
- Developed and deployed custom Microsoft Active Directory Group Policies on an enterprise scale.
- *Defined & wrote standardized testing procedures, along with supporting documentation and framework flowcharts*
- Planning & deployment of the router infrastructure in a Distance Learning environment in Montana.
- Development of an order-inventory-shipping database application. This was accomplished using Microsoft Access & Visual Basic, and delivered a system that tracked inventory, costs, and created invoicing & shipping documentation.

## Skills

- Microsoft Windows (17 years)
- Microsoft Systems Management Server (9 years)
- Microsoft Active Directory Design (5 years)
- Microsoft Active Directory Group Policy (5 years)
- Microsoft Active Directory Security (5 years)
- Microsoft Certificate Authority planning, implementation, and management (5 years)
- Microsoft Exchange (4 years)
- Microsoft Visual Basic Programming (5 years [intermediate])
- Visual Basic Scripting (7 years)
- Change Management (6 years)
- SAP Front-End Client Software selection, distribution, and management (8 years)
- Windows Mobile devices including Pocket PC and Smartphone (8 years)
- Windows CE client devices (2 years)
- Novell NDS (4 years)
- Novell NetWare (5 years)
- Check Point Integrity (4 years)
- Cisco ACS (TACACS+, RADIUS) (4 years)
- Cisco VPN (4 years)
- iPass connectivity solution including iPassConnect & Roam Server (4 years)
- RSA Authentication Manager (4 years)
- Wireless Networking (6 years)
- EAP-TLS Wireless Authentication (2 years)
- Project Management (5 years)
- Project Leadership (11 years)
- Team Mentoring & Coaching (11 years)
- VPN Design & Implementation (5 years)
- WordPress Blogging Software (3 years)
- Disaster Recovery Planning & Exercise Execution (7 years)
- Computing Equipment Selection & Approval (15 years)
- Internet Domain Name management (for my own sites) (4 years)
- IT Non-Production Environment Design, Procurement, Implementation & Management (7 years)
- Beta Testing of operating systems, business software, online services, mobile connectivity technologies, mobile software, mobile phones, online storage solutions, blogging platforms, messaging & IM solutions, backup, and security software (17 years)
- Client Image creation using Microsoft & 3rd party tools (15 years)
- Wavelink Avalanche Management Console (1 year)
- BlackBerry Enterprise Server Policies (2 years)
- Symantec AntiVirus Enterprise Edition (10 years)
- 3Com & Cisco Network Routers & Switches (2 years)
- Mobile email solutions via BlackBerry, Exchange, and 3rd party solutions (5 years)
- Professional documentation creation using Microsoft Word (16 years)
- Understanding and proficiency of use of HTML, XHTML, XML, CSS, and some PHP (5 years)
- Exploration of Red Hat and Fedora Linux distributions in concert with OpenOffice as a corporate desktop platform (<1 year actual)
- Software Licensing Negotiation (10 years)
- Service & Support Negotiation (10 years)
- Protegrity Defiance Enterprise Security Administrator (1 Year)
- Encryption Key Management (1 Year)

*You are reading a social media resume!*

More information about Rick A. Mahn and the ability to leave feedback can be found on the online portion of this social media resume located at <http://rickmahn.com/resume>. To learn more about how you can build a social media resume, or to leverage *your* personal brand, contact Rick directly.

## Work History

- Encryption Key Management Project** June 2008 to Present  
Accenture at Best Buy (Contracted via TEKsystems [www.teksystems.com](http://www.teksystems.com)) [www.accenture.com](http://www.accenture.com)  
*Throughout the second half of 2008, I've been working with Accenture (at Best Buy) to implement their Protegrity ([www.protegrity.com](http://www.protegrity.com)) environment on a global scale. This environment is an encryption key management system used to encrypt specific customer data (sorry, I cannot share which) in real-time to and from various databases and applications. This environment made up an important portion of their successful PCI compliance in 2008. Additional work was done to enable disaster recovery planning, development and testing environments and their global subsidiaries during this time. Documentation, training and successful turnover to existing Accenture staff was included in this project.*
- Windows Deployment Architect** October 2007 to June 2008  
Allianz Life (Contracted via TEKsystems – [www.teksystems.com](http://www.teksystems.com)) [www.allianzlife.com](http://www.allianzlife.com)  
*Allianz Life had an existing Microsoft SMS 2003 environment that supports their Windows XP image. This image was highly customized to the environment and had a need to be componentized in preparation for migration to Microsoft Systems Center Configuration Manager 2007. This process included validating the image, identifying the application installation packages, updating Windows Deployment Services, utilizing the Microsoft Windows Image Format, the SMS Operating System Deployment Feature Pack, and the Microsoft Business Desktop Deployment solution accelerator. These items allowed the creation of a limited number of images, built automatically, with endless expandability, which supported a broad selection of client computing hardware. This was then documented and handed off to IBM Global Services which was contracted to perform the actual migration and ongoing support.*
- Author/Writer** June 2007 to Present  
Personal Branding Magazine [personalbrandingmag.com](http://personalbrandingmag.com)  
*I'm a contributing author for "Personal Branding Magazine", a quarterly magazine dedicated to helping people discover and enhance their personal brand. I write about the exploration of social media in the course of building a personal brand.*
- Social Media Consultant & Windows IT Infrastructure Architect** April 2007 to Present  
Avatar Consultants [www.avatarconsultants.com](http://www.avatarconsultants.com)  
*While I explore the world of social media, building relationships and helping connect companies & people with resources to fit their needs, I continue to provide Information Technology services. As I participate in this changing world, I leverage my experience in remote access, disaster recovery, business continuity planning, research & development environment management, systems & operations management, and complete systems provisioning, to provide proven solutions to these common problems facing every business. Additionally, I supply project management skills, teambuilding, coaching & mentoring, and 18 years of IT experience to bring projects to successful conclusion.*
- Writer/Blogger** January 2006 to Present  
RickMahn.com [rickmahn.com](http://rickmahn.com)  
*On my personal blog, I share ideas and information on the social web and its relationship to the enterprise in addition to many other topics of interest to me. My blogging style trends towards the professional or career aspects rather than the personal, so you'll find much information on me that is relevant to business relationships on a daily basis. This is also where I publish, share, and sell newsletter and/or eBooks on related topics.*
- Sr. Technologies Analyst** July 2000 to April 2007  
Michael Foods, Inc., Minnetonka, MN [www.michaelfoods.com](http://www.michaelfoods.com)  
*As the Sr. Client Technologies Analyst for Michael Foods (a \$1.3bn U.S. food company), I performed visionary IT duties, evaluating emerging and future technologies and how they would be integrated into the enterprise. In the exercise of this effort I planned and implemented technologies that required an understanding of IT from the physical network layer all the way to the business expectations of an application. Through Project Management & Leadership skills, I successfully implemented these technologies in a progressive team environment that strives for continuous improvement through cross training, coaching and mentoring.*
- Novell NetWare & NDS Administrator** March 1998 to June 2000  
Michael Foods, Inc., Minnetonka, MN (Contracted via Hayden & Associates, Inc.) [www.michaelfoods.com](http://www.michaelfoods.com)  
*My initial introduction to Michael Foods was a 3 month contract to support their Novell NetWare and NDS environment. As you can tell from the above entries, that initial contract has turned into a nearly decade long commitment to Michael Foods.*
- Novell Administrator, Network Engineer, Server & Network Consultant** 1994 to 1998  
Independent Consultant  
*As an independent consultant, I provided server administration for Novell and Windows NT. In addition I began work with client image creation for Windows 3.x, 95, 98, & NT, and worked on directory services implementations (Novell Directory Services). Systems management using ManageWise and Systems Management Server, systems backup, and early messaging/e-mail systems were among many additional projects.*
- Novell NetWare Administrator** 1993 to 1994  
Farmers Home Mutual Insurance Company, Bloomington, MN [www.farmershome.com](http://www.farmershome.com)
- Novell NetWare Administrator** 1990 to 1993  
Hammel, Green, & Abrahamson, Minneapolis, MN [www.hga.com](http://www.hga.com)