

Accomplishments

- Design & Implementation of secure enterprise-class Virtual Private Networking (VPN) system (*featuring CheckPoint Integrity endpoint security, Cisco, RSA SecureID Authentication, Microsoft Certificate Authority certificates, and iPassConnect client*)
- Designed, implemented & managed the IT Non-Production Environment (Lab) for multiple projects which had hardware, software, staff, and time interdependencies.
- Wrote the project plan for an enterprise class Non-Production Environment "Lab" to support multiple business critical applications. This involved identifying the required costs, skills, personnel, hardware/software, and supporting systems to plan a multi-year build-out of a non production environment. This environment spans three distinct testing areas and offers a standardized baseline, testing, and change management methodology.
- 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. The system is designed for software deployment, hardware/software inventory, and patch management.
- Managed the project to develop a single standardized Microsoft Windows XP based client computer "image" (*featuring SAP Frontend "GUI" & Microsoft Office 2003*) for 10 separate hardware platforms supported in one single image.
- Planning & deployment of BlackBerry Enterprise Server policies and device management services. With a focus on manageability & security of data & devices.
- Development, planning and implementation of multiple 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. This involved use of several router configurations for differing size connections & user counts.

- 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.
- Creation & implementation of several blogs on the Internet. The blogs range from my personal blog (<http://rickmahn.com>) to mobile experiences & news (<http://themobilelifestyle.com>) to my favorite hobby, snowmobiling (<http://snowmoblog.com>).

Professional Experience

- Project Management
 - Managed the Novell NetWare NDS, GroupWise and ManageWise implementations for Barr Engineering
 - Managed the Windows XP & Office XP operating system upgrade for Michael Foods nationwide
 - Managed the global VPN implementation at Michael Foods
 - Managed the creation of the Non-Production Environment testing environment at Michael Foods, supporting the entire IT department
- Project Leadership
 - Leading mixed IT Applications, IT Infrastructure, IT Support and business team members
 - Focusing on empowering and coaching the project team throughout the project lifecycle
- Non-Production Environment “Lab” Manager
 - From inception to creation to daily use. Protocols, methods and change control
 - Managing resources, time and staff availability to support multiple projects
- Change Management methodology, have supported change management since the late 1990s
- Project Management Methodology Team at Michael Foods, participating in advancing and improving the organization’s ability in project management
- Information Technology Architecture & Design (*Novell, Windows, Wireless & Wired network, remote access VPN & Dialup, Terminal Services, Windows CE*)

- Remote Access systems such as VPN, Dialup (and supporting systems) with focus on security of these remote connections. Leveraging in-house certificate-based authentication for devices/computers, and RSA token-based authentication for users
- Client Security (*Client Firewall, AntiVirus, AntiSpyware/Malware*)
- Microsoft Active Directory design & implementation
- Active Directory Group Policy design, implementation & management
- 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
- As an IT visionary, to project into the future the relevance of divergent technologies applicable to the business
- Site to site wireless planning and implementation using line-of-sight spread spectrum systems delivering 2mb, 4mb, and 10mb bandwidth
- Software development with Microsoft Visual Basic, scripting with Visual Basic Scripting and several proprietary scripting languages (product specific)
- Blogging Consultant leveraging web-based systems for Business Continuity and Disaster Recovery communication opportunities.

Technical Skills

- Microsoft Windows (since 1990)
- Microsoft Systems Management Server (1.2 through 2003)
- Microsoft Active Directory Design
- Microsoft Active Directory Group Policy
- Microsoft Active Directory Security
- Microsoft Certificate Authority planning, implementation, and management
- Microsoft Office Suite (inc. OneNote, Visio, Project, Publisher)
- Microsoft Visual Basic Programming
- Visual Basic Scripting
- Change Management
- Windows Mobile devices including Pocket PC and Smartphone
- Windows CE client devices
- Novell NDS
- Novell NetWare
- Check Point Integrity
- Cisco ACS (TACACS+, RADIUS)
- Cisco VPN
- iPass connectivity solution including iPassConnect & Roam Server
- RSA Authentication Manager
- Wireless Networking
- EAP-TLS Wireless Authentication
- Project Management
- Project Leadership
- Team Mentoring & Coaching
- VPN Design & Implementation
- WordPress Blogging Software
- Disaster Recovery Planning & Exercise Execution
- Computing Equipment Selection & Approval
- Internet Domain Name management (for my own sites)
- IT Non-Production Environment Design, Procurement, Implementation & Management
- 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
- Client Image creation using Microsoft & 3rd party tools
- Wavelink Avalanche Management Console
- Adobe PhotoShop & basic graphic design/manipulation
- BlackBerry Enterprise Server Policies
- Symantec AntiVirus Enterprise Edition

- 3Com & Cisco Network Routers & Switches
- Mobile email solutions via BlackBerry, Exchange, and 3rd party solutions
- Professional documentation creation using Microsoft Word
- Understanding and proficiency of use of HTML, XHTML, XML, CSS, and some PHP
- Exploration of Red Hat and Fedora Linux distributions in concert with OpenOffice as a corporate desktop platform
- Software Licensing Negotiation
- Service & Support Negotiation

Work History

Sr. Client Technologies Analyst

February 2006 to Present

Michael Foods, Inc., Minnetonka, MN

www.michaelfoods.com

As the Sr. Client Technologies Analyst for Michael Foods (a \$1.3bln U.S. food company), I perform visionary IT duties, looking at emerging and future technologies, planning how they would be integrated into the enterprise. In the exercise of this effort I plan and implement technology that requires an understanding of IT from the physical network layer all the way to the customer (end user) expectations of an application and everything in between. I utilize Project Management & Leadership skills to successfully implement these technologies in a progressive team environment that strives for continuous improvement through cross training, coaching and mentoring.

Client Technologies Analyst

July 2000 to January 2006

Michael Foods, inc., Minnetonka, MN

www.michaelfoods.com

Starting in July 2000, I was hired direct by Michael Foods to lead up their client standardization efforts. In addition to standardizing their Windows NT client images, I laid the ground work for the Windows XP & Office XP image that would be managed via Active Directory and Systems Management Server. The base XP image that my first major IT project developed in 2002 is still used in production today, with an estimated lifecycle to last through 2009 (assuming maintenance with Service Packs, security patches, and other required maintenance to remain under Microsoft support standards). In addition to client standards development, my duties expanded to include planning, mentoring and cross training the server and client teams to work more efficiently, supplying common tools, concepts, and methods for each.

Novell NetWare & NDS Administrator

March 1998 to June 2000

Michael Foods, Inc., Minnetonka, MN (via Hayden & Associates, Inc.)

Placed at Michael Foods, Inc. for an initial 3 month contract, my duties where for Novell NetWare administration, and management of their Kohler Mix Specialties facility network in White Bear Lake, MN. As you can tell from the above entries, that initial contract has turned into a nearly decade long commitment to Michael Foods. Additional duties at this time were for client support, onsite network support, implementation of training facilities onsite, and engineering the Novell Directory Services implementation for the entire organization.

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, client image creation for Windows 3.x, 95, 98, and NT, worked on directory services implementations (Novell Directory Services). Systems management using ManageWise and Systems Management Server, systems backup, and messaging systems using Novell GroupWise and Microsoft Mail among many projects additional projects. During this time I worked with

Professional Computer Services in Eden Prairie, LANWorks, Inc. and Syslan on several contract services.

Novell NetWare Administrator 1993 to 1994

Farmers Home Mutual Insurance Company, Bloomington, MN www.farmershome.com

Novell NetWare Administrator 1990 to 1993

Hammel, Green, & Abrahamson, Minneapolis, MN www.hga.com

More Resources Online

My LinkedIn profile www.linkedin.com/in/rickmahn

The about page on my blog rickmahn.com/about

Google Talk rickmahn@gmail.com or rick@rickmahn.com

Windows Live Messenger (*email not monitored regularly*) rickmahn@hotmail.com

References

References are provided upon request only, due to respect of my associate's privacy rights.