

Steve Vigneau

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Summary

- Experienced, highly technical individual.
- Creative, self-motivated problem solver.
- Quick learner, driven by a desire to learn and experience more.

Relevant Skills

Systems Administration

Microsoft Windows, Linux, FreeBSD, OpenBSD, Mac OS X

Selected Applications, Servers, and Languages

Adobe CS3, Adobe Lightroom, Microsoft Office, CadSoft EAGLE, Apache, bind, ISC DHCP, lighttpd, qmail, pf, Postfix, SAMBA, Microsoft Systems Management Server (SMS), SpamAssassin, Shell (batch / bash / csh), AppleScript, HTML, mikroBasic, VBScript

Other Skills

Circuit Design, Schematic Capture, PCB Layout
Design, Component Specification and Sourcing, Assembly, and Testing

Work Experience

1999 - Present
Electronic Data Systems
(EDS)

Integration Engineer (November 2007)

- Meets customer requirements using off the shelf and custom products.
- Develops products and solutions for Windows client platforms.
- Provides reusable processes and packages, simplifying future development.
- Tests solutions to validate functionality in a variety of environments.
- Works closely with operations groups from product design through implementation.
- Supports environment of over 500 servers and 150,000 clients.

Technical Advisor (June 2001)

- Provided top-level technical support to other internal support groups.
- First responder for malware and other security related incidents.
- Worked directly with vendors and internal engineering to resolve systemic issues.
- Developed internal processes which conform to ITIL and ISO standards.
- Acted as liaison between internal engineering and operational groups.
- Helped develop, deploy, periodically upgrade, and maintained web-based ticketing system used to escalate issues between operations and engineering.

Systems Administrator (September 1999)

- Hired directly from Adecco / TAD after minimal contractual obligation was met.
- Provided desk-side PC support directly to end users.
- Was part of a Y2K task force to resolve Y2K-related issues.

Miscellaneous

- Developed internal tools, including scripts and customized Linux distributions.
- Developed internal website used by on-site EDS support technicians.

<p>1999 Adecco / TAD</p> <p>1997 - 1998 Inca Computer Company</p> <p>1996 - 1999 Computer Builders Warehouse</p> <p>1996 Valassis Communications</p>	<p>On-Site Support</p> <ul style="list-style-type: none"> • Contracted to EDS to provide desktop PC support. <p>R&D Test Engineer</p> <ul style="list-style-type: none"> • Tested new parts and recommended components for inclusion in retail systems. • Wrote internal documentation for onsite support technicians. <p>PC Technician</p> <ul style="list-style-type: none"> • Provided both pre and post-sale technical support for PCs sold via our retail store. • Worked with the assembly department to resolve production issues with retail machines. <p>Desktop Support Technician</p> <ul style="list-style-type: none"> • Provided desktop support for PCs, dumb terminals, and network equipment. • Managed tape backup operations, including onsite and offsite physical storage rotation.
<p>Independent Work</p>	<p>IT Consulting</p> <ul style="list-style-type: none"> • Recommended, installed and maintained file and print operations for seven PCs in a dental office which handling billing, digital X-ray, and customer management. • Installed PCs and a server in a machine shop to handle billing, inventory, fax reception, and customer management. <p>nuxx.net</p> <ul style="list-style-type: none"> • Colocated FreeBSD server offering mail and web hosting for 27 domains. • Remotely administered server with visits only to replace failed hardware. <p>RS232 to Eaton Leonard Level Shifter</p> <ul style="list-style-type: none"> • Redesigned an antiquated circuit to use modern, RoHS compliant components, saving the client at least US\$490 per installation. • Hand assembled, tested, and delivered the final products. <p>HMLiberator</p> <ul style="list-style-type: none"> • Microchip PIC-based adapter which partially emulates an iPod in order to make the Honda Music Link (Honda's OEM iPod adapter) more functional. <p>MIDIbox SID-NUXX</p> <ul style="list-style-type: none"> • Custom designed MOS SID-based MIDI synthesizer running publicly available software. <p>MAME Cabinet</p> <ul style="list-style-type: none"> • Custom arcade game housing a flash-based PC running MAME.
<p>Certifications</p>	<ul style="list-style-type: none"> • Microsoft Certified Systems Engineer (MCSE) (Nov. 2000) • ITIL Foundation Certificate (Sept. 2006)
<p>Publications</p>	<p>Vigneau, Steve. "iSight Tripod Adapter." MAKE: technology on your own time, Issue 05, 131-132</p>