

# Steve Vigneau

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## Summary

- Experienced, highly technical individual with excellent communication skills.
- Creative, self-motivated problem solver who digs deeply into issues.
- Fast learner, driven by a desire to learn and experience more.

## Relevant Skills

### *Systems Administration*

Microsoft Windows, Mac OS X, FreeBSD, OpenBSD, Linux, TCP/IP Networks

### *Selected Technologies*

Apache, bind, ISC DHCP, lighttpd, qmail, pf, Postfix, SAMBA, Microsoft SMS/SCCM, SpamAssassin, UNIX Shells, VBScript, Adobe Creative Suite & Lightroom, Microsoft Office, CadSoft EAGLE, OpenStreetMap

## Professional Experience

2013 - Present  
General Motors  
(GM)

### *Subject Matter Expert*

- Hired from HP during IT insourcing due to in-depth environmental knowledge, experience, and an excellent working relationship.
- Technical operations lead for General Motors' file and print desktop environment.
- Supports 80,000+ workstations and 100,000+ users.
- Aggregates and analyzes data to troubleshoot systemic issues.
- Tasked with deeply digging into esoteric issues.
- Regularly writes and maintains utility scripts for investigating and resolving issues.
- Member of team developing client performance monitoring tools for early notification of end user experience issues.

1999 - 2013  
Hewlett-Packard  
(HP, formerly EDS)

### *Operations Architect (April 2010) / Subject Matter Expert (June 2008)*

- Technical escalation point for General Motors' client workstations and end user experience, supporting more than 80,000 PCs and 100,000 users.
- Worked on operations and engineering teams to identify problems and develop solutions
- Performed in-depth troubleshooting on all aspects of workstation operation, including hardware, network, Active Directory, server, proxy, and public internet interactions.
- Worked extensively on instrumenting and improving workstation boot time performance.
- Helped ensure that all deployed configurations meet customer security requirements.
- Developed and maintained utility scripts.
- Regularly oversaw multi-vendor troubleshooting.

### *Integration Engineer (November 2007)*

- Developed and tested products and solutions for Windows client platforms.
- Worked closely with operations groups from product design through implementation.

### *Technical Advisor (June 2001)*

- Provided top-tier technical support to other internal support groups.
- Worked directly with vendors and internal engineering as liaison to operations groups.

<p>Hewlett-Packard (HP, formerly EDS) <i>Continued</i></p> <p>1999 Adecco / TAD</p> <p>1997 - 1998 Inca Computer Company</p> <p>1996 - 1999 Computer Builders Warehouse</p> <p>1996 Valassis Communications</p>	<ul style="list-style-type: none"> <li>• Developed internal processes which conform to ITIL and ISO standards.</li> <li>• Helped develop, deploy, and maintain ticketing system used to escalate issues.</li> </ul> <p><b>Systems Administrator</b> (<i>September 1999</i>)</p> <ul style="list-style-type: none"> <li>• Hired directly from Adecco / TAD after minimum contractual obligation.</li> <li>• Provided desk-side PC support directly to end users.</li> </ul> <p><b>On-Site Support</b></p> <ul style="list-style-type: none"> <li>• Contracted to EDS to provide desktop PC support.</li> </ul> <p><b>R&amp;D Test Engineer</b></p> <ul style="list-style-type: none"> <li>• Tested new parts and recommended components for inclusion in retail systems.</li> <li>• Wrote internal documentation for onsite support technicians.</li> </ul> <p><b>PC Technician</b></p> <ul style="list-style-type: none"> <li>• Provided both pre and post-sale technical support for PCs sold at our retail stores.</li> <li>• Worked with the assembly department to resolve production issues with retail machines.</li> </ul> <p><b>Desktop Support Technician</b></p> <ul style="list-style-type: none"> <li>• Provided desktop support for PCs, dumb terminals, and network equipment.</li> <li>• Managed tape backup operations, including onsite and offsite physical storage rotation.</li> </ul>
<p><b>Other Experience</b></p>	<p><b>Clinton River Area Mountain Bike Association (CRAMBA-IMBA)</b></p> <ul style="list-style-type: none"> <li>• Chairperson: Handles routine business functions and setting organizational direction.</li> <li>• Trail Coordinator for River Bends Park: Works with land manager and leads design, construction, and maintenance of multi-use (bicycling and pedestrian) trails.</li> <li>• Designs and publishes open source maps of local mountain bike trails.</li> </ul> <p><b>nuxx.net</b></p> <ul style="list-style-type: none"> <li>• Collocated FreeBSD server offering hosting for 40 domains and numerous non-profits.</li> <li>• Provides website hosting and administrative support for the Michigan Mountain Biking Association (MMBA) and related organizations.</li> <li>• Developed and sold small electronics kits and devices.</li> </ul> <p><b>Electronics</b></p> <ul style="list-style-type: none"> <li>• SDrive NUXX: CC-licensed reimplement of Atari retrocomputing hardware.</li> <li>• RS232 to Eaton Leonard Level Shifter: Updated industrial serial controller.</li> <li>• HMLiberator: iPod remote control protocol emulator.</li> <li>• MIDibox SID-NUXX: SID-based MIDI synthesizer running publicly available software.</li> <li>• MAME Cabinet: Custom arcade game housing a flash-based PC running MAME.</li> </ul>
<p><b>Certifications</b></p>	<ul style="list-style-type: none"> <li>• Microsoft Certified Systems Engineer (MCSE) (Nov. 2000)</li> <li>• ITIL Foundation Certificate (Sept. 2006)</li> </ul>
<p><b>Publications</b></p>	<p>Vigneau, Steve. "iSight Tripod Adapter." MAKE: technology on your own time, Issue 05, 131-132</p>