

Michael Lien

Objective

A highly efficient professional with over 15 years work experience, specializing in various technical fields and customer support. Over 11 years of experience in technology related fields including management, systems administration, networking, and general hardware and software support. Dependable leader recognized as a team player and problem solver with a focus on quality and customer service. Strong background in supporting new ideas and technologies. I have worked on both large and smaller scale datacenters and am very flexible. Seeking to use my skills and abilities to align IT strategies with company goals/visions.

Experience

2001- 2008 **ASW Global, LLC** Mogadore, OH

Director of Information Systems

- Administer, maintain and support 150+ user network including over 20 Windows, AIX, Linux and Unix servers (including all hardware and software support), network infrastructure and support systems
- Responsible for a \$1 million/year IT budget, including evaluating up-to-date technologies and determining information system requirements for company projects and planning and working with multiple C-Level Execs during the approval process
- Handled all licensing compliance, including research, internal audits and vendor relationships. These include, but not limited to: MicroSoft, Cicso, CDW, Ricoh, Alltel, Insight, Dell, IBM, TimeWarner, ADP, Kronos, Sage Software, Intuit, Symantec, VMWare, Avaya, Polycom, Esker, SAP, UPS, FedEx, LabelMaster, etc
- Project Manager for all technical related deployments. These include, but not limited to: AIX 5.2-based WMS, MS Windows 2003 Domain, MS Exchange 2003, MS Dynamics CRM 3.0, MS Dynamics GP 10.0, Sage MAS200, Kronos WTK, ADP eTime, Symantec A/V 9.0, MS WSUS, MS SQL Server 2005, etc
- Implemented new data center design, including: Equallogic SAN, PowerWare UPS and VMWare Server. Existing technologies included: Maves WMS System, Telco/Paging, WAN/LAN, Backup and Firewalls. Architecture included Windows NT 4.0, 2000 Server, 2003 Server, AIX, Linux, Cisco, MS Exchange, MS Dynamics GP, MS CRM, MS SQL Server, WSUS, Terminal Services, Symantec AV Server, GFI Security products, MAS90/200 and various other software
- Responsible for the upkeep of IT standards to meet or exceed ISO 9001, Sarbanes Oxley and Six Sigma standards
- Develops, organizes, supervises and assesses training programs on new and revised systems, procedures, and applications
- Plans for, selects, interviews, hires, coordinates, monitors, and evaluates support staff
- Analyze and approve vendors for all technical contracts (hardware, software, data, etc) including software asset management
- Webmaster for all ASW Global websites

2000 **SBC Internet Services** San Francisco, CA

IP Analyst

- Provide network support and site monitoring for non-technical end-user and technical business contacts
- Proactively monitor over 60 corporate and branch, DSL and Frame Relay circuits
- Provide end-user multi-platform support for stand-alone web hosting subscribers
- Member of elite 20-person start-up within Pacific Bell Internet Services
- Act as the single point of contact for all of our subscribers
- Responsible for contacting Concentric Network with any technical routing issues such as downed core routers and red-backs

1999-2000 **Excite@Home Corp.** Redwood City, CA

Tier II Technical Support Team Lead

- Team leader and manager of 5 member group
- Responsible for corporate escalations (to President/CEO)
- Troubleshooting high-speed cable networks, testing network equipment, and telco/MSO equipment with customers and telcos/MSOs
- Backup tech for the Network Operations Center (NOC)
- Mentor new hires and provide ongoing training for peers on network topology/technology, products and service, and contribute to production of internal training materials and product/service information needed to support @Home customers
- Work with quality assurance teams, testing hardware/software and instructing end-users on software use

1997-1998 **America Online, Inc.** Tucson, AZ

Technical Support Representative

- Provide end-user multi-platform support for Internet/online customers of the AOL service
- Use strong people and communication skills to assist members in all customer service situations
- Work directly with the AOL software (up to version 4.0), the Internet, and Aspect phone systems
- Use of Mozilla, MS IE, AOLPress, Winsock Compatible Software, Multi-media plug-ins, modems and various modem strings, and TCP/IP

1995-1998 **Red Lobster Restaurant** Tucson, AZ

Bar Manager

- Serve as head bartender and assistant manager
- Responsible for the training of new employees and assist in hiring of new employees
- Order and inventory of beverages
- Advise supervisors on improvement of bar procedures
- Work in all aspects of restaurant environment as bus-boy, host, bartender, and food server/waiter
- Received Gold, Silver, and Bronze Eagle Awards in 2 years

Education

1997-1998

Paradise Valley C.C.

Phoenix, AZ

- One year of general education study with emphasis on web design and literature

1994-1997

University of Arizona

Tucson, AZ

- Three years of general studies, with a computer science background
- General education studies with an emphasis on international and religious studies

1993-1994

Phoenix College

Phoenix, AZ

- Three semesters of Advanced College Mathematics/Calculus