

# Douglas S. Watson

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**Results-oriented IT Manager/Systems Administrator** with notable success in a broad range of corporate IT initiatives supporting business objectives and a track record of increasing responsibility in secure network design, systems analysis and development, and full lifecycle project management. A forward thinking leader able to coordinate and direct all phases of project-based efforts while managing, motivating, and leading project teams.

- Hardware/Software Implementation
- Network Design
- Systems Analysis and Development
- Security Policies and Procedures
- Business Impact Analysis
- Data Integrity/Recovery
- Disaster Recovery Planning
- Project Management
- Teambuilding, Recruiting, Staff Development
- Rapid Organizational Change
- Network and Systems Security
- Contingency Planning
- Research and Development
- Cost/Benefit Analysis

## **TECHNICAL SKILLS:**

**Platforms:** Microsoft Windows Server (2000, 2003, and 2008), Windows Desktop (95, 98, Millennium, XP, Vista, and Windows 7), Linux 6, SUSE Linux Enterprise Server (Red Hat, Ubuntu) Mac OS X 10.1 -10.5, UNIX (Solaris 9 & 10), Cisco (Routers 1700 & 7200 series, Switches 3500 & 3750 series, Aironet 1100 access points, and Pix 500 firewall) Juniper Netscreen firewalls including NS-204, NS-208, and NS 5200, Netscreen Switches including Alpine series 300's, 400's and Black Diamond 8800's, HP Procurve series switches including 4200's, 2900's, 2500's and the 2400 series.

**Networking:** TCP/IP, SMS/SQL, Ethernet, Token Ring, Cisco VPN, SSH, SecureID, BGP Routing, sFTP, EAPS Ring, DOS scripting, VI Scripting, SIP, Vlans, 802.11 (A, B, and G), and VoIP

**Tools:** LAN Manager, ISS RealSecure, Checkpoint Firewall, NSM manager, Ghost suite 2.5, McAfee/Norton Virus Protection Utilities, Tripwire, Snort, Microsoft Office 97-2007 System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Access, and Microsoft Outlook), Microsoft Project, Microsoft SQL 2005 Server, Microsoft FrontPage, Wire Shark, Zeacom Unified messaging, Extreme Epicenter, GreatPlains,.

## **EMPLOYMENT HISTORY:**

**SplashMedia, Addison, TX**

**05/2007 - 02/2009**

***IT Manager/System Administrator***

Responsible for Information Technology infrastructure, architecture, systems, networks, software and resources across multiple platforms for media company that creates and develops custom communications and training solutions.

Windows Server 2003 Active Directory, Exchange Server 2003, network security monitoring using SolarWinds, data backup using Syncback, Norton Antivirus email gateway, Norton Antivirus corporate antivirus suite/spyware monitoring, network troubleshooting Cisco routers, switches, Aironet WAP's, system administration, and user management of Cisco Unity IP phones, Altiris asset management software suite, and SSL generation and installation for Windows 2003 and Redhat servers.

- Maintained company-wide efforts to identify and evaluate all critical systems using SolarWinds engineering tool set.
- Designed and implemented security processes and procedures including implementing stronger security for Cisco VPN clients and Radius server.
- Responsible for all technical aspects related to trade show circuit to include logistics as well as shipping, setup and tear down of all necessary equipment.

- Streamlined operations of the IT department to maximize efficiencies and ensure alignment with business objectives.
- Worked closely with all levels of management to identify, recommend, develop, implement, and support cost-effective technology solutions to improve operations.
- Setup Cisco Aironet 1100 series wireless access point for secure access to corporate network and verified client access through Windows Radius Server and Active Directory.

**The Wizetrade Group, LLP (formerly GlobalTec Solutions, LLP), Plano, TX      09/2000 - 05/2007**  
***IT Director/System Administrator***

Responsible for IT operations of financial software company with 24X7 network demands and over 100,000 customers utilizing customer-facing network comprised of 200 servers.

Windows Server 2003 Active Directory, Exchange Server 2003, UNIX, network security, data backup, virus/spyware monitoring, network troubleshooting, system administration, and user management. Help desk SLA management through SharePoint. Network monitoring and systems management through Extreme's Epicenter software suite, and SSL certificate generation and installation for windows 2003 servers.

- Planned, coordinated, directed, and designed all operational activities of the IT department, as well as provided direction and support for IT solutions that enhanced mission-critical business operations.
- Managed company-wide efforts to identify and evaluate all critical systems followed by design and implementation of necessary security processes and procedures.
- Collaborated with vendors to conduct in-depth hardware and software evaluations to prepare recommendations for senior management to maximize uptime and minimize cost.
- Oversee daily operations of the IT department to ensure alignment with business objectives.
- Managed 2 co-location build outs at AT&T data center in Allen, TX including the relocation of 20 servers and implementation of an additional 180 servers.
- Directed all technical logistics related to the company's annual customer convention with an average of 3,000 attendees. ([www.wizefest.com](http://www.wizefest.com))
- Developed and managed application portfolios for each department to attain all IT service level agreements for the 200+ users within Wizetrade.
- Managed numerous upgrades to include an RFP process for 2 major network upgrades and 3 PBX upgrades for Samsung IDCS 500.
- Led infrastructure build out and office move to include addition of 180 servers.
- Planned the selection, purchase, installation, cutover and training on NEC NEAX 2400 IPX.
- Worked with Orlando office to fully link both NEC IPX systems together which included extensions, voicemail system, and Zeacom call reporting software.
- Managed technology aspects of company's launch of Wizetrade TV network in a very tight 6 week project timeline. ([www.wizetradetv.com](http://www.wizetradetv.com))

**Idea Quest, Dallas, TX      11/1998 - 08/2000**  
***Communications Manager***

Responsible for streamlined operation of the IT department for company specializing in electronic data interchange (EDI) by supporting consultants, corporate offices users, and hardware and software needs for day to day operations.

- Maintained Linux based server equipment for over 20 users.
- Handled all technical support issues for the desktop (Win98), data network and PBX systems.
- Installed new release systems and software applications and B2B proprietary software from Harbinger and SAP Corp.
- Designed and installed network topology to include Dmark, cabling, routers, switches, and server.
- Established vendor relations with local network companies.
- Coordinated training for personnel and approved all hardware purchases.

**Direct Communication Systems, Kalispell, MT**

**11/1995 - 10/1998**

***LAN/WAN Technician***

- Represented DCS on multiple client sites including Kalispell Regional Medical Center and its satellite offices.
- Worked with various phone PBX and key systems including Lucent and Mitel systems.
- Supervised LAN installations including Ethernet, Token Ring and Thin Net networks at multiple client sites.
- Supported and installed multiple client computer labs extensively with fluke 2500 LAN meter, fluke DSP-2000 digital cable analyzer with two-way injector, Microtest Penta scanner 350 with two-way injector Dts 1440 fiber optics test adapter and standard cable types including Cat5, Cat3, Cat5 enhanced, Rg-66, Rg-58, Rg-59, fiber optic including single and multimode cable, rs-232.

**Circuit City Express, Dallas, TX**

**05/1994 - 07/1995**

***Assistant Manager***

- Oversight and responsibility for controllable expenses, operational controls, profit levels, profit & loss controls, cost analysis, budget planning.
- Supervised proper store planograms, merchandising plans to ensure merchandising standards & customer encountered in stock standards are met.
- Responsible for employee relations, handling of personnel, human resource issues, payroll, new hire orientation, interviewing, termination, improving turnover, and scheduling.

**EDUCATION AND PROFESSIONAL DEVELOPMENT:**

**DeVry Institute of Technology, Irving, TX**

- Associates Degree - Applied Science in Electronic and Computer Technology

**3com Networks LAN Basics**

**Extreme Networks Associate**

**SUN Solaris 10 Essentials**