

Paul Kroon

2229 Oakdale Ave
Glenside, PA 19038

paul@paulkroon.com
Phone: (609) 576-3720

EXPERIENCE:

IT Manager, Tyndale Company, Inc., Pipersville, PA, December 2013 – Present

- Manage team of 7 IT employees: 2 Systems Administrators, 2 Business Analysts, QA Analyst, IT Project Coordinator, and Help Desk Technician
 - Hired for 4 positions, 2 of which I created to grow the IT team to anticipate company's growth
 - Develop skills of team through targeted training and specific task assignments for "reach" goals
- Prioritize and assign all requests made of IT to ensure timely completion and customer satisfaction (help desk support, reporting requests, custom application issues, and any other IT-related questions)
- Architect and oversee software configuration management system and DevOps procedures, including testing and production deployments, and change management procedures and communications
 - Develop in-house build and deploy systems
 - Coordinate QA with team to maintain test cases and track coverage, including automated, manual, and user acceptance testing
 - Develop business logic knowledge and troubleshooting skills of team through documentation and delegation of tasks
- Oversee the planning and account for the uptime of Tyndale's infrastructure
 - Ensure maintenance of existing systems and track uptime with sysadmin team
 - Work with President of company, VP of IT, and Director of IT to determine future growth needs, and execute plans
- Develop and document department policies, as well as create documentation for custom business applications to be consumed by all Tyndale employees
 - Report at bi-weekly all-manager meetings on IT status and coordinate with other managers to achieve company goals

Systems Administrator, Tyndale Company, Inc., Pipersville, PA, June 2008 – December 2013

- Served as primary administrator for network and infrastructure used by over 200 employees and over 200,000 end users
- Planned and implemented projects such as a new VMWare cluster and a multi-site network topology
- Managed source code using Subversion and dev/test/QA/prod deployments in a DevOps role
- DBA for multiple MS SQL servers (2005, 2008, 2012), including SSIS and SSRS development
- Designed, implemented, and maintained all backup systems (BackupExec and Veeam), and all monitoring systems (Nagios, Observium, and Splunk)

Web Developer/Project Administration, Sungard, King of Prussia, PA, March 2008 – June 2008

- Development and support of event planning management application (PHP and PostgreSQL)
- System administration for live and test development environments, including backups and managing Subversion repositories

Web Developer/Database Administration, Redlasso, King of Prussia, PA, January 2008 – March 2008

- Worked on report system written in PHP with MySQL database
- Worked on modifications to MySQL databases

Paul Kroon

paul@paulkroon.com

Web Developer/Project Support, Ivory Tower Group, King of Prussia, PA, May 2007 – January 2008

- Development of web-based event planning management application
- PHP, Javascript, and AJAX programming using MySQL and PostgreSQL databases
- Data manipulation and insertion into database system from various sources using Bash scripting
- Assistance with system administration for development and production environments

Technical Consultant, Gateway Employment, Limerick, PA, September 2007 – present

- Performed complete system upgrades for small office environment (built from components to cut costs)
- Developed automated backup system to replace old, manual system

Teaching Assistant, CS Department, Ursinus College, September 2007 – December 2007

- Assisted professor during Computer Science lab; aided students in coding projects
- Developed file upload PHP/MySQL application to handle submissions of projects for the class

Associate Systems Administrator, CS Department, Ursinus College, January 2007 – June 2008

- Built network with system of servers located in separate portion of Ursinus College IP space
- Built machines and installed software to run services such as Apache, MySQL, phpBB, and Bind

Technical Consultant & Database Developer, Country Inn & Suites, Millville, NJ, Dec. 2006 – present

- Created MS Access database for use by front desk and management for additional tracking/reporting
- Routine computer and wireless network maintenance
- Created Linux-based kiosk for hotel guest use in lobby

IT Department Intern, Tek Translations, El Plantío, Madrid, Spain, Oct. 2006 - Dec. 2006

- Worked with IT department at localization company, directly with IT manager
- Assisted with technical support, deploying systems for employees, infrastructure management
- Used Microsoft Server 2003 for various tasks including user management and FTP server

Technical Assistant, Computing Services, Ursinus College, Collegeville, PA, Sept. 2005 – May 2008

- Provided technical support for faculty, staff, and students, trained new technicians, and worked to improve the functioning of the help desk through better documentation and ticket tracking system improvements

MS Access Database Developer, Egglund's Best, King of Prussia, PA, Sept. 2005 - May 2006

- Created MS Access database for nutritional data kept by lab with ability to search and import data

President, Association for Computing Machinery, Ursinus College, Sept. 2004 – May 2008

- Monitored spending and kept accounting records as treasurer (Sophomore year)
- Ran meetings, formed committees, led members in projects as president (Junior and Senior years)
- Raised membership from a few students to over 20 members by the time I graduated

EDUCATION/CERTIFICATION:

Bachelor of Sciences in Computer Science and Mathematics, May 2008

- Ursinus College, Collegeville, PA
- Minor in Spanish

Honors: Dean's List, departmental awards for Computer Science, ACM achievement awards

Microsoft Certified Systems Engineer (MCSE)

MCSE: Security+