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SUMMARY

Expert **solution integrator** and **system analyst**; experienced network **system administrator** and **support analyst**. Rapid learning, current and potential issue analysis, architecture design, product selection, and development management. Strong academic background in computation theory and computer science. Proven teaching and teamwork ability. Extensive experience with various applications and software tools and standards.

TECHNICAL EXPERIENCE[*]

Linux, Mac OS X, Solaris, UNIXes, Perl, Object Pascal, JavaScript / AJAX, shell scripting, HTML, CSS, SQL, gcc, RPM, Apache, Samba, NFS, qmail, Postfix, OpenSSH, ezmlm, rsync, DNS, IMAP, iptables, VNC, XML, SOAP, HTTP, CGI, SMTP, DHCP, etc.

For complete list of skills in computer system, applications, and tools see page 3.

Senior Consultant / Technical Analyst[*]   **Keane, Inc. (in Morgan Stanley environment) in Markham, ON**   Jun 2006 - Dec 2008

- Maintained the availability and performance of several Morgan Stanley Prime Brokerage's web and SOAP applications handling millions of dollars transactions daily.
- Mastered the inter-working of those Linux / Unix applications.
- Analyzed and investigated raised issues, offered solution and/or escalated problems to the owner of the application for permanent fix.
- Assisted and supported the owner of the application in finding and deploying permanent fixes for issues.
- Designed and developed tools to improve the support quality and the reliability of the applications, mostly using free open source tools.

Red Hat Linux (RHEL) derivatives, Sun Solaris, Microsoft Windows XP, Apache, Tomcat, ServletExec, Sybase, Perl, Bash shell, Korn shell (ksh), JavaScript / ECMAScript (ECMA-262) / AJAX, Ruby, Visual Basic for Application, PowerShell, IBM WebSphere MQ, Mozilla Firefox, Microsoft Outlook, RCS, Embarcadero DB Artisan, GNU emacs, Cygwin, Natural ADABAS Mainframe, Falcon ticket system, Jira ticket system, XML, SOAP, HTTP, CGI, LDAP, Remote Desktop, etc.

Technical Consultant and System Administrator   **Group Aquitaine Limited, a property management company in Thornhill, ON**   Jun 2006 - Mar 2009 (part time)

- Analyzed, planned, and implemented IT system upgrades of the company's hotel to make the system more robust and reliable.
- Investigated issues and developed solutions for the company's system and infrastructure.
- Administered users' access to Internet resources.
- Educated and assisted users in networked system and Internet applications.

Microsoft Windows Server 2003 and Windows Server 2000, Mozilla Firefox, Mozilla Thunderbird, Microsoft Internet Explorer, OpenOffice.org, PC Anywhere, Brilliant hotel management software, March Networks DVR Configuration Tool and Viewer, etc.

Senior Information Technologist[*]   **Investor Risk Management Incorporated, an investment advisory firm in Champaign, IL**   Jun 1998 - Mar 2006

- Redesigned and led the rebuilding of the firm network from peer-to-peer to client-server network to support the firm operation much more effectively.
- Planned and led the migration from MS servers to more effective, secure, and dependable Linux server and free open source software; deployed various Internet and Intranet services in-house.
- Managed administration of the system resources; assisted and educated the users to use the system more efficiently and securely.
- Monitored and maintained the availability, capacity, performance, and security of the system.
- Headed the technical aspect - system analysis, architecture design, implementation, delivery, and support - of providing IT solutions for customers, including web applications and databases development, contributing directly to the firm revenue.

Red Hat Linux, Microsoft Windows NT, Server, and 9x; Perl, Apache, Kylix (Delphi for Linux), C++, Java, C shell, Bash shell, Oracle, PL/SQL, DBI/DBD modules, Postfix, Qmail, OpenSSH, iptables, VNC, RPM, makerpm.pl, JavaScript, ImageMagick, X-Window,

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*See **Addendum** [http://resumeo.arifsaha.com/resume.arifsaha.com_add.html]: details for technical experience

OpenOffice.org SDK, SPSS, Adobe Acrobat, Adobe Pagemill, Adobe Photoshop, Macromedia Freehand, Macromedia Dreamweaver, Mozilla, Netscape, Microsoft Internet Explorer, Microsoft Outlook Express, Panasonic DBS PBX, NFS, XML, CGI, HTTP, HTML, etc.

Web developer	**AWIC Community and Social Services in Toronto, Ontario**	Oct 2004 - Mar 2005 (part time)

- Developed the website, including preparing documents to be published in the website.
- Set up the domain and hosting to accommodate the website.

Microsoft Windows, Mozilla Composer, HTML, FTP.

Technician and System Administrator[*]	**Parokinet, a Catholic based network of Indonesian throughout the world, centered in Lubbock, TX**	Mar 1995 - present (part time)

- Remotely managed the setup and administration of Parokinet Linux Internet servers and web-site using free open source tools, servicing 600+ people around the world.
- Remotely monitored the system for usability, stability, or security issues; provided solutions - ranging from planning, products selection, and implementation - often collaborating with other system administrator remotely.

Slackware and Red Hat Linux, Qmail, Majordomo, Ezmlm, Postfix, Apache, Perl, C, C++, Bash shell, OpenSSH, iptables, CGI, HTTP, HTML, etc.

Site Administrator[*]	**University of Illinois at Urbana-Champaign, IL**	Sep 1996 - May 1998

- Administered, maintained, and supported a 400+ end-users computer network including systems upgrade and repair.

Mac OS, Microsoft Windows, Microsoft Windows NT, Microsoft Windows NT Server, Microsoft Office, Adobe Photoshop, Adobe Pagemill, Sentry32 print manager, BigDog security software, etc.

Analyst Programmer[*]	**Research on Optimum Banking Portfolio Choice and Bank Regulation in Urbana, IL**	Aug 1995 - Jan 1996 (part time)

- Analyzed the research's requirements of calculating optimum banking product, designed the architecture, and developed the unique numerical-method application for the research.

MacOS, Code Warrior Pascal, Borland Pascal, etc.

Software Specialist[*]	**Datacom Solusindo, a company in telephony and communication tools**	Apr 1994 - Jul 1994

- Analyzed company products to develop and compile documentations.
- Developed selected tools for network environment.

Microsoft DOS, Microsoft Windows for Workgroup, Aldus Page Maker, Novell Netware, Datacom Solusindo PBX Call Billing System, etc.

Coordinator for R & D and Production[*]	**Project of Computer-Based Testing Application for Public University National Placement Test Practice**	Nov 1993 - Apr 1994

- Led product development and support processes: analysis of customer requirement, architecture design, decisions on development tools and platform, and application development.

Microsoft DOS, Borland Turbo Pascal, etc.

System Analyst[*]	**Project of Stock Registration Software of PT Hadtex, a textile company**	Apr 1992 - Aug 1992 (part time)

- Led the analysis of customer's requirements for registering 95 million shares of stock.
- Designed the database architecture, the data model, and the structure of the software solution.
- Supervised the development team.
- Designed and developed development tools.

Microsoft DOS, FoxPro, dBase file (dbf), etc.

Chairman of Software R & D Section	**KPE (Interest Group in Electrotechnics), a student research group in electronics and computers**	1990 - 1992 (part time)

- Managed the setup and maintenance of KPE's computer facility.
- Established application study program, software project group and consultation, and research on software development.

Microsoft DOS, Microsoft Windows 3.1, Digital Research's GEM, Xerox Ventura, CorelDraw, FoxPro, Borland Turbo Pascal, Microsoft Word for DOS, Lotus Ami Pro, Lotus 1-2-3, etc.

EDUCATION BACKGROUND

- EXIN Information Technology Infrastructure Library (ITIL) Foundation Certified in 2008
- CompTIA A+ Certified in 2003.
- Master in **Computer Science**, from **University of Illinois at Urbana-Champaign**, January 1999.
- Sarjana Sains (Ssi) (Bachelor of Science) in **Mathematics** with emphasis in **Theory of Computation**, from Institut Teknologi Bandung (ITB / Bandung Institute of Technology), Bandung, Indonesia, October 1993.

SKILLS IN COMPUTER SYSTEMS, APPLICATIONS, AND TOOLS

Platform and Operating System	Development Tools and Languages	System, Network / Internet, and Security Tools and Protocols	Internet Access Application	Graphic and Publishing Application
Red Hat Linux (RHEL) and Slackware Linux. Microsoft Windows, Microsoft Windows NT, Microsoft Windows Server, Microsoft DOS. Mac OS (classic), Mac OS X (Mach and BSD / Nextstep based). UNIX Workstations: Sun Sparc - Solaris, HP-UX, IBM AIX. VMWare, QEMU. IBM 3031 Mainframe. Panasonic DBS PBX.	GNU emacs, gcc, GNU make, byson, lex, RCS, CVS, RPM (rpmbuild), Eclipse, Borland Kylix (Delphi for Linux), Borland / Turbo Pascal, Borland C++, Code Warrior, OpenOffice.org SDK, Oracle, PL/SQL, Sybase, Transact-SQL / T-SQL, PostgreSQL, File-Maker, FoxPro, dBase III, Embarcadero DB Artisan, LAMP, etc. Perl, Object Pascal, JavaScript / ECMAScript / AJAX, Ruby, HTML, Bash shell, C shell, PHP, Visual Basic / VBA, C++, Java, Scheme, PowerShell, SmallTalk, etc.	Apache, Samba, NFS, Qmail, Postfix, OpenSSH, rsync, iptables, iproute2, NAT, VNC, Remote Desktop, Remote Access Server (RAS), Tomcat, XML, SOAP, HTTP, CGI, IMAP, SMTP, DHCP, LDAP, Kickstart, etc. Anti-virus tools, ZoneAlarm, Fire-wall, etc.	SeaMonkey, Firefox, Mozilla, Netscape Communicator, Safari, iCab, Opera, Pine, Thunderbird, Eudora, Internet Explorer, Outlook Express, Pidgin / Gaim, AdiumX, Jabber, Skype, Google Talk, Microsoft Office Communicator, etc. **Business Application** OpenOffice.org, Microsoft Office, Microsoft Word for DOS, Microsoft Word, Microsoft Excel, Microsoft Power Point, Microsoft Access, WordPerfect, Lotus Ami Pro, Lotus 1-2-3, WordStar, StarOffice, Gnumeric, etc.	GIMP, Macromedia Freehand, Adobe Photoshop, Macromedia Dreamweaver, Adobe Acrobat, Adobe GoLive!, Adobe Page Maker, Adobe Page Mill, GraphicConverter, ImageMagick, Corel Draw, Aldus Page Maker, Xerox Ventura, etc.

TEACHING AND TUTORING EXPERIENCE

Position	Workplace	Date
Computer Tutor	AWIC Community and Social Services, Toronto, ON	October 2003 - July 2005
Mathematics Instructor	GEMA Test Preparation Mentoring	May 1989 - June 1993
Assistant Instructor	St. Aloysius Senior High School computer classes	July 1990 - December 1992
Textbook Author, Instructor, Class Coordinator	Memetri Widya Winaya Foundation Computer Course	September 1989 - October 1992

EXPERIENCE AND ACTIVITIES NOT TECHNICAL / TEACHING / TUTORING

Position	Detail	Position	Detail
Volunteer of the Year Award	AWIC Community and Social Services, Toronto, Ontario, 2004	Head of Operation	Committee for Memetri Widya Winaya Foundation Computer Courses, 1991
Communication and Information Coordinator	Indonesian Students Association, Urbana-Champaign Chapter, 1996-1999	Committee Member	Committee for GEMA Easter Ceremony, 1991
Publication team	Indonesia in Harmony committee, 1998	Ceremonial Committee	Committee for GEMA Lock In, 1991
Publication Coordinator	Koinonia Group of St. John's Catholic Chapel, 1996-1997	Secretary	Committee for GEMA Work-plan Conference, 1991
Chairman	Coordination Team for Recollection for GEMA Service Group, GEMA is Church Movement of Catholic Post Secondary Students in Bandung, Indonesia, 1993	Fund Raiser Committee	Committee for Ecumenical Christmas Celebration of ITB, 1990
Steering Committee	GEMA General Leadership Training, 1992	Intern Relation Coordinator	Relations Committee of KMK ITB, 1989-1990
Chairman	Public Relation Bureau of GEMA, 1991-1992	Secretary	Committee for Easter Ceremony of KMK ITB, April 19, 1990
Steering Committee	Committee of ITB Ecumenical Christmas Celebration, 1991	Publication Committee	Committee for Ecumenical Christmas Celebration of ITB, 1989
Chairman	Division of Internal and External Relation of KMK ITB, 1990-1991; KMK ITB is Catholic Students Association of ITB	Public Relation Committee	Committee for Recollection of KMK ITB, 1989
Program Committee	GEMA Week-end Program, 1991	Treasurer	Committee for 1989 Initiation of PMKRI, PMKRI is Association of Universities' Catholic Students in Indonesia