

# David R. Derkits

Internet Résumé – <http://www.derkits.com/resume/> – [dderkits@alumni.caltech.edu](mailto:dderkits@alumni.caltech.edu)

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- Highlights**
- Able to conceptualize a complex set of customer requirements and architect a tailored, practical, reliable, and cost-effective IT solution. Consistently successful across a variety of customer fields, including technology, finance, and academia.
  - Founded and operated a highly successful solo independent IT consulting practice, with a focus on small businesses, using Microsoft and other technologies. The practice workload was full-time and entirely referral-based. Maintained 100% customer satisfaction. Directed the efforts of several, as-needed subcontractors.
  - Eleven years total of progressive experience in IT: three years consulting, four years at a technology incubator, and four years in academic IT. Broad, proven repertoire of technical and other relevant skills.
  - Supervisory experience: managed teams of 9+ IT professionals; proficient in hiring, delegation, staff mentoring, leadership, and career development.
  - Prodigious hands-on experience of all skills in small and mid-size organizations, and I possess skills and methodologies that would be of value in large IT environments.

- Technical Skills**
- Microsoft Windows (Vista, 2003, XP, 2000, NT) (32-bit, 64-bit) (client, server).
  - Microsoft Exchange (2003, 2000, 5.x), Public Folders, Outlook, OWA, RPC over HTTP, Windows Mobile, BlackBerry integration (BES), anti-spam (including SPF).
  - Active Directory design and implementation, Group Policy (GPOs, GPSI).
  - NTFS permissions (ACLs), file structure design, DFS, IntelliMirror (roaming profiles, folder redirection, offline files), search, IIS, WebDAV, FolderShare, Terminal Services, Previous Versions (Shadow Copies), backups; VBScript, ASP, and ADO.
  - Microsoft Word, Excel, PowerPoint, Visio, Project; PDF creation; ACT!; Ecco; etc.
  - Microsoft, Symantec, and other volume licensing options/programs.
  - Networking: LAN and WAN (various, small-scale), 802.11 wireless (WPA, WPA2, RADIUS), DNS, SonicWALL firewalls, VPN.
  - Security, encryption, antivirus, performance and availability monitoring.
  - HP, IBM/Lenovo, Dell, and other hardware, redundancy, water cooling.
  - Troubleshooting, including the leveraging of the Internet for research.

- Other Relevant Skills**
- Exceptional learning abilities and proven versatility (within and beyond IT).
  - Top-notch customer service, customer relationship, and interpersonal abilities.
  - First-rate written and oral communication skills and listening skills.
  - Highly analytical thinking abilities and intellect; able to evaluate and interpret complex and detailed issues; attentive to detail. Creative, innovative, resourceful.
  - Highly motivated self-starter; takes the initiative and requires minimal supervision.
  - Budgetary, cost/benefit analysis, project management, system architecture and documentation, quality-control, and contingency-planning expertise.
  - Strong general planning, problem-solving, and organizational skills.
  - Very dependable; able to keep issues from “falling between the cracks”.
  - Excellent supervisory, managerial, and leadership abilities.
  - Extremely adaptable and flexible to changing needs and situations.
  - Trusted and ethical; takes care to act in the best interests of the organization.
  - Seeks and enjoys challenges and new experiences.
  - Able to learn and “speak the language” of non-IT business units in order to understand their practices and priorities, so as to optimally address their IT needs.

## Work Experience

### **IT Consultant (self-employed)** (serving clients in the Los Angeles, CA, area): Jun 2004 - present

- Serviced the IT needs of a variety of small businesses and home-office customers. Since my move to Virginia, I have not sought new clients, but I have continued supporting my old clients.
- Workload was full-time, and business was entirely through referrals (no advertising necessary).
- Three major clients: Using project management methodology, I designed and implemented right-sized and cost-effective IT infrastructures for a financial services startup (10 employees; two servers), a technology startup (25 employees; three servers), and a small publicly-traded (NASDAQ) company (50 employees; seven servers; multiple locations). All were multi-server Windows/Exchange-centric setups, with WAN connectivity and remote access.
- Whenever appropriate, leveraged advanced Windows features for IT automation, including Group Policy Objects (to install software, redirect user profile folders to the file server, control offline files usage and targets, and propagate WPA RADIUS settings) and NTFS Permissions (to create unified file server shares, with scripts used to apply proper permissions on new folders).
- My clients made use of my versatility. Among other projects, I researched and advised on:
  - IT aspects of Sarbanes-Oxley (SOX), including the COSO Framework,
  - Federal Acquisition Regulation (FAR) timekeeping and cost categorizations,
  - SEC regulations (later rescinded) affecting hedge funds, and
  - data preservation duties when under litigation discovery (Sedona Principles, etc).
- For one client, created a custom press release publishing mechanism using VBScript, Batch, and ASP to replace a \$3000/year, limited-capability, outsourced solution.
- As a high-end IT consultant, my usual approach was to focus on the design and implementation aspects (fully documented) and to then hand over the infrastructure for maintenance in-house or by a lower-cost outside consultant. I would remain available to old clients in case they had any questions, issues, or special projects for me.

### **Director, Information Technology, Idealab** (Pasadena, CA): Apr 2000 - Mar 2004

- Recruited, as Director of MIS, to design and coordinate rollout of Windows 2000 technologies and business applications throughout the company (a mid-size technology incubator). Successfully implemented Active Directory, Exchange 2000, and an accounting application.
- Advocated and effected the migration of much of the user base from UNIX POP3 mail to Exchange in order to improve productivity and collaboration.
- In 2003, upgraded the infrastructure to Windows/Exchange 2003 (and enabled RPC over HTTP).
- Oversaw hardware and software expenditures in excess of \$200K.
- Upon joining the company, was asked to personally provide computer support to the key executives (CEO, President, Board of Directors), and successfully did so (even after I left Idealab).
- Hired and supervised a four person MIS group; responsibility increased to 11 staff in July 2000 when the helpdesk was merged into MIS. In mid-2001, after significant company-wide employee layoffs, temporarily relinquished management duties to focus on technical projects.
- Provided expert IT advice to Idealab's New Ventures Group on their IT-related product ideas.
- Worked with the HR department to upgrade Idealab's web-based Workforce Directory to use Active Directory as its data store. Proposed, designed, and scripted, using VBScript and ASP, a web-interfaced conference room reservation system tied in to Exchange using CDO/ADO.

### **Manager of IT Operations, iSpheres** (Oakland, CA): Jan 2000 - Mar 2000

- Established and managed the IT department at iSpheres (a small biz-to-biz software startup).
- Responsible for maintenance of the company's network and Linux systems, and the design and rollout of a Windows 2000 and Exchange 5.5 infrastructure.

### **Manager of Desktop Computing Support, ITS Dept, Caltech** (Pasadena, CA): Jan 1998 - Jan 2000

- Exercised spending authority over an equipment budget of about \$120,000 annually, and advised a variety of campus groups on their computing expenditures.

- Concurrently managed up to 9 full-time professional IT staff (PC, Mac, UNIX/Linux) and 15 part-time student employees. Interviewed applicants and exercised hiring authority.
- Directed computing support / customer service efforts for five departments at Caltech.
- Responsible for the ITS Campus Computing Lab (55 computers) and nine student dorm labs.
- Continued hands-on work with Windows NT, Exchange, and other technologies, and advised ITS colleagues on complex Windows problems. Sought out, evaluated, and implemented emerging technologies, such as Win2000 beta and 802.11 wireless, to improve efficiency and productivity.

**Associate Computing Analyst, ITS Dept, Caltech (Pasadena, CA): Jan 1996 - Jan 1998**

- Provided expert client/server and desktop computing support for various Caltech departments.
- Primary technical advisor on over \$700k in PC hardware and software procurement.
- Configured Windows NT 3.5x/4.0 Domains, and coordinated NT server inter-domain interaction throughout the Caltech campus. Worked with ITS UNIX staff to synchronize user accounts.

## Education

**Yorktown High School - Arlington, VA - 1988-1992 - High School Diploma**

- GPA 5.47 (A=5.0); class rank absolute 1st of 250; National Merit Scholar.
- Westinghouse (now Intel) Science Talent Search Finalist and \$1000 scholarship.
- Grand Prize (overall first place) in the Northern Virginia Regional Science Fair, 1992.
- Early Decision admission offered by Caltech (I accepted).
- Early Action admission offered by MIT (I declined).

**California Institute of Technology (Caltech) - Pasadena, CA - 1992-1995 - No Degree**

- Completed 8 terms (note: three terms/year), including the entire Caltech undergraduate core.
- Took voluntary leave to explore information technology as a career option.

*Work samples, references, and salary history available upon request.*

*I will work with my employer to expeditiously obtain any desired certifications.*