

## Douglas A. Crowe Jr.

5317 Deer Park Dr  
Roanoke, VA 24019

Website: <http://www.dcrowe.net>

Email: [doug\\_crowe@hotmail.com](mailto:doug_crowe@hotmail.com)

Cell: (540) 589-0299

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### Objective:

To obtain a management or senior level position in Information Technology where over 11 years of experience in programming, network and systems management will add value to your business.

### Summary:

I am a successful Information Technology professional with over 11 years experience in all aspects of an IT organization with highlights on software engineering and development, network and systems administration as well as management in enterprise environments. I am a perfectionist by nature and I strive for technical excellence in my work and aggressively achieve any goals and responsibilities laid out before me. I am also a very good communicator who has experience in working with staff and teams to accomplish goals, as well as designing corporate presentations, training and executive reporting.

### Skills:

#### Management

- Staff – systems administrators, programmers, technical support, managers
- Budget – preparation, management, monitoring and reporting
- Project – scheduling, spec writing, resource assignments, tracking
- Training – Programmers, Technical Support, Network Administrators
- Executive Communication – Presentations, Reports, Meetings and more
- Document Authoring – ISO 9001, Procedures, Guidelines and Help System documentation

#### Programming

- .NET Technologies – C#, Visual Basic.NET 2003/2005/2008, ADO.NET, .NET Framework
- Web Technologies – ASP, JavaScript, VBScript, SOAP, ADO and ODBC
- COM & ActiveX Technologies – Visual Basic, Delphi, ADO and VBA
- Database – Transact-SQL, Stored Procedures and Triggers
- Installation – Installshield, WISE and Visual Studio
- Version Control – Visual Source Safe 6, Visual Source Safe 2005, CVS

#### Networking

- Network Protocols – DHCP, DNS, TCP/IP, IPv4, IPv6, SNMP, DFS and WINS
- E-Mail Protocols – SMTP and POP3
- Security Protocols – Kerberos, Certificates, SSL, IPSEC, PPTP, RRAS, VPN, IAS and IKE
- Server Technologies – Active Directory, Terminal Services, Load Balancing (Clustering) and Group Policies, Mirroring, Standby Continuous Replication

#### Systems

- Windows Server – NT 4.0, 2000, 2003, 2003 R2 and 2008
- Exchange Server – 5.5, 2000, 2003 and 2007
- SQL Server – 6.5, 7.0, 2000 and 2005
- Live Communication Server – 2003 and 2005
- Internet Information Server (IIS) – 4.0, 5.0 and 6.0
- Great Plains – 8.0, 9.0 and 10.0

#### Software

- Citrix/XenApp Presentation Server – 4.0, 4.5 and 5.0
- Microsoft Windows – 9x, Me, 2000, XP and Vista
- Microsoft Office – 95, 97, 2000, XP, 2003 and 2007
- McAfee – VirusScan, GroupShield and ePolicy Orchestrator
- Eset NOD32 Anti-Virus
- Sage FAS
- VERITAS – Backup Exec 8.0, 9.0, 10.0 and 11.0

#### Database

- MS SQL – 6.5, 7.0, 2000 and 2005

**Experience:**

<p><b>Associated Asphalt</b></p>	<p><b>Information Technology Manager (Also performing duties of Senior Programmer Analyst)</b></p>
<p>September 2006 to Present</p>	<ul style="list-style-type: none"> <li>• Programming and Development in Visual Studio 2005/2008.             <ul style="list-style-type: none"> <li>• Develop dispatching system for use by all east coast distribution terminals.</li> <li>• Develop pricing system to control product pricing on BOL's and invoices based upon business logic.</li> <li>• Develop executive level dashboard system to monitor inventory, sales, P&amp;L, forecasting and provide reporting.</li> <li>• Develop electronic invoice and statements delivery system, integrated with Microsoft Great Plains.</li> <li>• Develop time clock/time and attendance system, integrated with Microsoft Great Plains.</li> <li>• Development as needed to produce automated reports via email, deliver stock prices to executives, etc...</li> </ul> </li> <li>• Managing IT infrastructure for entire business across ten locations in the east coast.</li> <li>• Management of IT personnel and their projects and schedules.</li> <li>• Re-architecture of network systems to provide highly available systems with multiple levels of redundancy and disaster recovery to include but not limited to the following systems.             <ul style="list-style-type: none"> <li>• SQL Server 2005 using Database Mirroring.</li> <li>• Exchange 2007 using Standby Continuous Replication.</li> <li>• Great Plains 9.0.</li> <li>• Windows 2008 Domain.</li> <li>• XenApp Presentation 5.0 Server Farm.</li> <li>• Internal Hosting of multiple websites and email domains including webmail and intranet services w/SharePoint.</li> </ul> </li> <li>• Maintenance and Administrations of all above mentioned hardware and software systems.</li> <li>• Monitoring of Services &amp; Technology available to implement projects in various areas to either improve productivity or increase cost savings through technology.</li> </ul>

<p><b>AREVA</b></p>	<p><b>CONTRACT - Senior Programmer/Analyst</b></p>
<p>July 2006 to September 2006</p>	<ul style="list-style-type: none"> <li>• Upgraded existing legacy applications developed in ASP, SOAP and Visual Basic per provided technical specifications documents for purposes of integration in a new SAP implementation.</li> </ul>

<p><b>General Electric</b></p>	<p><b>CONTRACT - Senior Programmer/Analyst</b></p>
<p>June 2006 to July 2006</p>	<ul style="list-style-type: none"> <li>• Developed object wrapper libraries for robotic interfaces using provided 3rd party Win32 API's and C#.</li> <li>• Developed C# application to utilize object wrapper libraries to provide simple automated front end for use by clerks to automate creation of product along with shipping labels and packaging manifests.</li> <li>• Developed C# application to automate packaging and imaging for product.</li> </ul>

<p><b>CCI Telecom</b></p>	<p><b>Assistant Director of IT (Also performing duties of Senior Programmer Analyst)</b></p>
<p>July 2005 to May 2006</p>	<ul style="list-style-type: none"> <li>• Scheduled and managed programming staff of 3 and associated projects.</li> <li>• Developed C# application for resolving and reporting of customer service trouble tickets.</li> <li>• Developed C# application for tracking and management of customer service trouble tickets.</li> <li>• Developed VB.NET application for credit management purposes to allow billing dept to collect on overdue accounts, and provide features for available offers and payment scheduling.</li> <li>• Developed VB.NET application for automation and tracking of equipment</li> </ul>

	<p>shipments to customers, including DPV (Delivery Point Validation) for mailing addresses on customer accounts.</p> <ul style="list-style-type: none"> <li>• Developed T-SQL Stored Procedures, Triggers and Jobs to support applications and workflow issues.</li> <li>• DBA for primary SQL 2000 cluster used by all in house applications.</li> <li>• Support legacy primary call center application developed in Visual Basic.</li> </ul>
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<b>Bausch &amp; Lomb</b>	<b>CONTRACT - Senior Programmer/Analyst</b>
December 2004 to July 2005	<ul style="list-style-type: none"> <li>• Supported and upgraded legacy floor applications written in Visual Basic to use new hardware designed to automate shipping processes utilizing serial port bar coding technology.</li> <li>• Oracle 9i and Peoplesoft integration to legacy applications used by shipping floor.</li> </ul>

<b>CAS &amp; Associates</b>	<b>Director of Information Technology (Also performing duties of Senior Programmer Analyst)</b>
September 2004 to November 2004	<ul style="list-style-type: none"> <li>• Developed Visual Basic CRM application to manage all sales and marketing contacts and related information, as well as to manage purchased marketing lists with such functionality as import/export into main program.</li> <li>• Transferred all data and files to new domain, and then migrated users as well into new domain.</li> <li>• Configured, installed and implemented Exchange 2003 and migrated all messaging, email and mobile communication services in-house.</li> <li>• Configured, installed and implemented IIS 6.0 and migrated web site hosting in-house.</li> <li>• Configured, installed and implemented disaster recovery procedures and backup systems using VERITAS.</li> <li>• Configured and implemented all networking protocols such as DHCP, DNS, WINS, IAS, RRAS and others.</li> <li>• Configured, installed and Windows 2003 Domain Controllers (2) with Active Directory and Group Policies.</li> <li>• Upgraded network hardware to begin preparations to bring in-house all outsourced services. Network cabling rewired to CAT6 specifications. 3COM 100/1000 managed network switches put in place, as well as Cisco routers and security devices.</li> </ul>

<b>Virginia Transformer Corp</b>	<b>Director of Information Technology</b>
July 1997 to August 2004	<ul style="list-style-type: none"> <li>• Mentor staff into career path to encourage employee growth inside the department, including technical support, programming and systems administration personnel.</li> <li>• Manage and develop on a yearly basis budget and project goals for the IT organization.</li> <li>• Manage and schedule all projects and staff to accomplish yearly automation and budgetary goals.</li> <li>• Report to president of company on a weekly basis progress of projects and general status of all IT issues.</li> <li>• Attend all company meetings to represent IT, in the capacity of providing system knowledge and/or gathering data for specifications needed to accomplish yearly goals.</li> <li>• Developed Visual Basic application to bring data out of the (proprietary) SQLBase databases used by the ADP Payroll and Reportsmith system in-house to be used for purposes such as time and attendance tracking of employees for Human Resources Dept, job costing for Accounting Dept.</li> <li>• Manage and monitor all networking and server systems in three locations, including storage, security, WAN and VPN connections between Roanoke, VA / Pocatello, ID / Mumbai, India.</li> </ul>

	<ul style="list-style-type: none"> <li>• Technical support of approx 150 client machines including PC's and WYSE terminals using Windows NT/2000/XP located in three plants (Roanoke, VA / Pocatello ID / Mumbai, India).</li> <li>• Installation and upgrade of network systems to the Windows Server 2003 / Exchange 2003 w/Live Communications Server to maintain MSN connectivity between plants.</li> <li>• Maintain software license compliance.</li> <li>• Extensive Programming in Visual Basic, making use of Win32 API and Third Party Controls to automate various job functions in each dept.</li> <li>• Network backbone upgraded to 100 MB workstation connections, and Fiber 1 GB server connections, using all 100/1000 3COM Managed Switches and CAT6 wiring.</li> <li>• Monitoring security for any attempt of a breach of information. Successfully prosecuted individuals who have attempted to attack network with intent to crash system and forge emails to key executives.</li> <li>• Manage and maintain all system backups and disaster recovery plans, primarily using Veritas Backup Exec w/add-on modules for specific servers like Exchange Server and SQL Server.</li> <li>• Install, configure, manage and monitor all facets of company wide network systems. This includes File, Mail, VPN, Web, SQL, Fax, DNS, DHCP, WINS, IAS, TCP/IP, PPTP, Wiring, Applications, Terminal Services, and many more on-site, as well as off-site systems.</li> <li>• Successful LAN/WAN migration to Windows 2000 (Active Directory) environment, including Win 2000 Terminal Server, Win2000 RRAS Server for VPN an RAS connectivity, Exchange 2000 and much more.</li> <li>• Installation, maintenance, and technical support of Windows NT 4.0 Server, Exchange Server 5.5, Proxy Server 2.0, IIS 4.0, RAS Server, Terminal Server 4.0.</li> <li>• Database administration of UNIX, and SQL Server 2000 Database servers and databases.</li> <li>• Developed company web site at <a href="http://www.vatransformer.com">http://www.vatransformer.com</a>, and hosting it in-house using IIS 5.0 on windows 2000 server. Site uses HTML, Java, and ASP Database access for functionalities including quote request and other items.</li> <li>• Instructor of 3D training classes for all engineers (12+) and upgraded Engineering Dept CAD systems from 2D (AutoCAD) to 3D (Mechanical Desktop).</li> <li>• Developed design programs to automate generation of 2D and 3D documents in AutoCAD, and Mechanical Desktop for Engineering Dept using Visual Basic 5.0.</li> <li>• Developed all ISO 9001 documentation such as system documentation, and program procedures to accomplish any system related tasks.</li> <li>• Upgraded ANSI C ++ mechanical engineering program to Visual Basic.</li> <li>• Server and Desktop PC building, loading of operating systems and configurations.</li> </ul>
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## Education:

### Virginia Western Community College

Roanoke, VA 2005  
*A.A., Computer Science*, Minor GPA: 4.0, Major GPA: 4.0  
 Degree incomplete

### ITT Technical Institute

Evansville, IN 1992  
*Computer Aided Design certification*, Minor GPA: 4.0, Major GPA: 4.0  
 Degree incomplete

## Certifications:

Microsoft Certified Professional

## Professional References:

Available upon request