

# Christopher Webb

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Indianapolis, United States

[www.zapoint.com/zap/ChristopherWebb](http://www.zapoint.com/zap/ChristopherWebb)

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## Personal Summary

A dedicated and highly motivated IT professional with experience in Linux, VMware, and Windows administration. A strong learner with interests in heterogenous environments and development of tools for automating administrative tasks.

[www.linkedin.com/in/christophermwebb](http://www.linkedin.com/in/christophermwebb)

[blog.christophermichaelwebb.com](http://blog.christophermichaelwebb.com)

## Top 10 Skills

vbscript, linux, javascript, Dell, xhtml, Web Developer-Owner, HP, lamp, css, Printers

## Experience

Working	6 years, 0 months
Education	4 years, 2 months

## Professional

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### Systems Administrator

Lockheed Martin, (indianapolis, Indiana, United States)  
June 2009 - Now (Full time)

Supporting Microsoft-based networks utilizing Server 2000, 2003, 2008

Created, dispatched, and updated tickets using Siebel Help Desk

Provided support for contracts with the Federal Trade Commission, Housing and Urban

Development, Homeland Security, and Citizenship and Immigration Services

Supporting an environment with over 500 users and 100 servers

Developing, deploying, and maintaining a VMWare environment on Dell Servers with NetApp SANs

Developing and debugging asp.net web applications with vb and c#

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### Systems Engineer

Netwise Resources, (indianapolis, Indiana, United States)  
March 2008 - June 2009 (Full time)

Supporting Microsoft-based networks utilizing Server 2000, 2003, 2008

Created, dispatched, and updated tickets using HEAT Call Logging

Supporting internal infrastructure as well as multiple client networks

Provided excellent customer service over the phone and through e-mail

Clients include Indianapolis International Airport, Indiana BMV, Indianapolis-Marion County

Scripting for DB migration

Web development/maintenance using Java, HTML, Javascript, VBScript, ASP.NET, and PHP

Supporting BackupExec, Exchange 2003/2007, Firebox, Office, and more

Linux/Mac/Unix specialist

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## **Tier 1 Help Desk Specialist**

St Vincent Hospital, (Indianapolis, Indiana, United States)

January 2008 - April 2008 (Full time)

Phone support for A2K/TPX, Eclipsys Quest, Novell Netware & Groupwise, Office, PHS, RSA, Novius, and others

Created, dispatched, and updated tickets using Peregrine's Service Center

Used Novell ConsoleOne for remote support

Provided excellent customer service over the phone and through e-mail

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## **Software Coordinator**

Barnes and Noble, (Indianapolis, Indiana, United States)

November 2007 - April 2008 (Full time)

Help desk support for Adobe and Microsoft products

Ordering software for IUPUI campus

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## **Valet Shift Manager**

Conrad Hotel Indianapolis, (Indianapolis, Indiana, United States)

June 2007 - November 2007 (Full time)

Reduced claims and improved profits by over 25% over other shifts through employee

coaching and customer relationships

Consistently achieved 95% or higher on Secret Shopper examinations

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## **Web Developer-Owner**

Innovation Now, (Indianapolis, Indiana, United States)

June 2006 - Now (Part time)

Data Recovery

On-call Tech support

Dedicated web hosting and web site design (\*nix-based hosting)

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## **Educational**

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### **Computer Engineering**

Indiana University-Purdue University Indianapolis, (Indianapolis, Indiana, United States)

August 2009 - Now

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### **Computer Science - Operating System Infrastructure**

Indiana University-Purdue University Ft. Wayne, (Ft. Wayne, Indiana, United States)

January 2006 - April 2007

Chancellor's Scholarship - Full Ride/Academic

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