

# Curriculum Vitae: Donald Allen Austin

## Donald A. Austin- Technology Specialist

### Personal Data:

Nationality: American Citizen  
Years in Japan: 18 years  
Home Page: <http://www.donaustin.com>  
Visa: Permanent Japanese Resident

### Telephone Number:

090-2483-9943

### CAREER SUMMARY

*Senior Technology Manager* with 18 years of strong hands on technical and business management experience in Japan, strong computer networking (MCSE) and database management skills SQL, also extensive Exchange implementation and support skills. Work mostly on networking and large scale Enterprise Solutions, worked supporting large enterprise systems for the large international banking clients in Japan. Customers include Lehman Brothers, JP Morgan, Deutsche Bank, Barclays, Citibank, Aozora Bank, Kirin and other banking and financial firms. Speak Japanese at basic level. Able to effectively work/manage with international teams integrated with Japanese teams.

### TECHNICAL SKILLS

ITIL Framework Certified August 2007  
MCSE, Novell CNE/CNI, MS SQL/MS Exchange  
MS Exchange (version 5.5 to current) - Setup, Configuration, Admin, Troubleshooting for large international firms.  
Strong Windows OS Skills, intermediate Linux Skills (including Windows and Linux apps and servers.)  
VB6/VBScript and VBA Skills- programming skills  
Firewalls, switches, routers, security appliances  
Hardware setup and configuration- HP, Dell and others  
Enterprise Apps such as- Symantec Enterprise vault (KVS), initially brought product to Japan



## **Curriculum Vitae: Donald Allen Austin**

Support internal staff and customers to achieve efficient system maintenance and designs of systems from 2 servers to 30 server networks, involved in design and recommendation concerning network and server redundancy and implementations, and disaster recovery, and virtualization projects.

## Curriculum Vitae: Donald Allen Austin

**Dec 2004 to Mar 2006: IT-Commerce- Japan**

**Title: Senior Enterprise Consultant—ITASM Product**

Working at start-up implementing a new Enterprise Application (ITASM) for IT Life Cycle Management at large international firms, worked organizing project team to do audits and then modifying application to meet exact customer configuration, customers are large multinationals in Japan.

Implement and maintained ITASM Java based product on a Linux/MYSQL/TOMCAT environment in production. Testing and implanted patches and upgrades before applying to end user production environments. Bulk importing data center and floor audit data into above application, writing tools to do this in Visual Basic version 6. Pursuing ITIL certification, also maintain Windows 2003 AD, Exchange 2003 in production environment.

**1991 to Dec 2004: Nihon Libertec Tokyo Japan**

**Title: VP of Technical Support**

Developing new business at Nihon Libertec involving Email/File Server Archiving product from KVS, extensive experience in Exchange2000/2003 and SQL 2000 on Windows 2003 Server and Clusters, including EMC Centera storage integration with KVS

1998 to 2002: Technical Guru and general consultant

1991 to 1998: Installation, coordination, and maintenance of computer systems for major Fortune 500 Corporations in Tokyo. Focus on computer hardware configuration and OS/Software installation, database designs, networking, WEB Authoring, and personnel supervision. Supervise 8 computer technicians and maintained direct support and accountability. Responsible for the overall operation, maintenance, configuration control management and technical support of automated information systems, including local area networks, wide area networks, and stand alone systems using Windows NT, Novell NetWare, and UNIX and DOS operating systems.

Implemented Company Internet connection providing bilingual WEB, FTP, Email, and SQL, the system was originally based on Windows NT v4.0 Server with Microsoft SQL and Exchange POP3 SMTP mail connectivity currently based on Windows 2003 Server with Exchange 2003 Email system and running SQL 7.0 and 2000.

## **Curriculum Vitae: Donald Allen Austin**

Assisted Senior IT Managers in the Design, Implementation and Administration of World Wide Windows NT Networks; installed and configured MS Exchange 4.0/5.0/5.5/2000/2003 for use on the Corporate LAN; evaluated software and hardware for clients.

Provide complete technical support, troubleshooting and diagnostic skills for Windows '95, Windows NT workstations and servers. Build and maintain NT servers, including fault tolerance on assorted Compaq Servers. In depth knowledge of Compaq/HP Proliant Server 1000, 1600, 2000, 4000, 4500, 2500, 5000, 6500, 7000, 1600, 3000. 5000, 5500, 6500, DL120, DL380, DL580.

### **Extensive experience with the following:**

Windows NT 3.1/3.50/3.51/4.0/2000/2003 Server/Workstation, Exchange Server 4.0/5.0/5.5/200/2003, IIS Server 2.0/3.0/4.0/5.0/6.0, NetWare 2.x/3.x/4.x, NetWare Network to Windows NT Network Conversion, Windows 95, Windows 3.11/3.1, DOS, TCP/IP Internetworking Analysis and Troubleshooting, IPX/SPX, NetWare IP and NetWare Multi-Protocol Routing, NDS Design and Analysis, Concentrator/Hub Installation and Configuration, Microsoft Office 95/97/2000/2003 Systems Integration, Microsoft Schedule+/Exchange and Outlook Email Clients, Operational Solutions using Exchange Server/Email/Resource Allocation, Protocol Usage and Analysis, Multi-Media Network Design and Configuration, Routers, Bridges, Repeaters, Cabling Specifications, Topologies, Protocols, Network Administration and Engineering. Programming Languages and Platforms includes: BASIC, Visual Basic 1.0/2.0/3.0/4.0/5.0/6.0, HTML/Dynamic HTML, SQL, Dbase, FoxBASE, FoxPro, Paradox, Hand-Held Data Collection Devices, and Bar Code Systems.

**1990 to 1991: Novell Trainer, Pacific Dataware, Lake Oswego Oregon USA**  
Taught Certified Novell Classes as a CAT II Certified NetWare Instructor for locations in Washington, Oregon, and California.

**1989-1990: Technical Support, 900 Support, Lake Oswego Oregon USA**  
Provided National Novell front line Technical Support helping Engineers around the US who were in trouble survive the day.

**1987-1989: Systems Engineer, West Coast Computer Systems, Beaverton Oregon USA**  
Installed small Novell LAN's, Installed and Trained end users to use Custom Point of Sale Software across the US.

**References Available on request: See PDF for Certifications:**