

# Vera Blake

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## Online Résumé (general)

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Please contact Vera if you would like to get a specific résumé.

### Overview

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- Information Technology professional with experience in IT
- Technical writer with several years' experience
- Researcher with eclectic array of skills that provide useful

<b>Key Words</b>
<a href="#">developed</a> <a href="#">support</a> <a href="#">provided</a> <a href="#">systems</a> <a href="#">system</a> <a href="#">data</a> <a href="#">applications</a> <a href="#">wayne</a> <a href="#">state</a> <a href="#">university</a> <a href="#">taught</a> <a href="#">maintained</a> <a href="#">staff</a> <a href="#">blackboard</a> <a href="#">various</a> <a href="#">online</a> <a href="#">service</a>
<b>Alternate Languages</b>
<a href="#">Français</a> <a href="#">Español</a>
<b>Similar Resumes</b>

### Objective

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- To apply my technical skills to a viable online and distance education solution
- To be a part of a creative effort to effectively employ online solutions in the teaching environment

### Employment

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2010-present

#### Moody Theological Seminary-Michigan

Plymouth, MI

Teaching/Research Assistant - Koiné Greek

- Taught techniques for library, online and programmatic research
- Developed techniques for research in BibleWorks and Logos applications
- Supervised student research lab
- Developed content for Blackboard coursesites
- Maintained CAMS online coursesites
- Assisted supervising professor with manuscript proof-reading: technical qualities, footnotes, references
- Assisted team studying Spanish involvement in the Reformation by reading Spanish manuscripts for data collection

2006-2010

#### Wayne State University

Detroit, MI

Computing & Information Technology

- **Lead Application Technical Analyst**
- E-mail and Wayne Connect (MeritMail / Zimbra) collaboration suite
  - Lead: Third-tier support for e-mail, calendaring and collaboration tools
  - Collaborated with Merit to develop documented policies and procedures
  - Advised on account expiration and deprovisioning procedures
  - Identified bugs in Zimbra application
    - Reported details via Zimbra bugzilla
    - Tracked bugs to resolution, providing updated details as research revealed them
  - Assisted in migrations from departmental Microsoft Exchange servers
  - Facilitated account migrations from legacy service (Novell Groupwise) for WDET
  - Facilitated modular migrations from legacy e-mail service (locally hosted; Mirapoint) to Merit hosted service
  - Processed account restorations and manual provisioning interventions
  - Processed research results using various systems: locally hosted mail stores, IronPort appliance, Zimbra Administrator interface, SpamCop and other web-based resources
  - Liaison to Eastern Michigan University (EMU) and Detroit Public Schools (DPS)
- Merit/Wayne State BlackBerry Enterprise Services (BES)
  - Lead: Third-tier support for activation requests, troubleshooting and support
  - Developed plan for communications with department technical support staff and users using Broadcast Messaging System
  - Collaborated with Merit on stop-gap measures for service interruption until permanent solution became available
- Spam and Phishing Abatement
  - Lead: Third-tier support
  - Subject Matter Expert: Anti-phishing Committee
  - Investigated sources of spam and phishing attempts, most recently using IronPort appliance administrator tools

- Reported findings to Security and Communications teams
- Implemented protection plans
- Reported validated threats through SenderBase and SpamCop clearinghouses
- Group Liaison
  - Triaged reports of user complaints and system anomalies
  - Analyzed complaints
  - Provided informative data sufficient for initiating action
  - Communicated alerts, solutions and explanations to C&IT Help Desk, C&IT Enterprise Operations and Service Assurance (EOSA), School/College/Division technical support staff, and users
  - Collaborated to create procedures, instructions and check lists for C&IT Help Desk, EOSA and other support staff
- MeritMail Users Group (MMUG)
  - Maintained MMUG forum application (MyBB)
  - Moderated forum posts
  - Co-presented to state-wide Merit Conference (Fall 2009)
- Technical Writing
  - Produced documentation for group's applications and procedures
  - Redacted pre-existing documentation
  - Collaborated with other groups to produce their own documentation
  - Designed job aids for various systems
  - Produced training materials which are used Division-wide
  - Participated in Division Documentation Team
  - Lead: Division-wide "Internal Documentation System" (IDS)
    - System Administrator (MediaWiki)
    - Authored various articles, for group and for others
    - Consulted with coworkers for their groups' articles
    - Advised on Business Continuity and Disaster Recovery needs for the system and uses for this wiki
    - Participated in meetings that initiated this project
- Systems Monitoring
  - Created reports on Blackboard performance during test periods
  - Employed robot data in helping troubleshoot firewall anomalies
  - Designed custom dashboards and report sets to monitor group's systems
  - Subject Matter Expert: Used Compuware Vantage applications in proactive monitoring of group's systems to facilitate early warning should things go wrong
  - Communications liaison for group
    - Advised debriefing teams of group's progress in restoring their systems
    - Reported overall progress and needs to boss and coworkers
    - Primary communications link between group and C&IT Help Desk, EOSA, QCC, and technical support staff throughout the University
  - Provided ad hoc reports from data analysis during service interruptions
    - Winter 2007: course registration period
    - Winter 2007: Blackboard performance monitoring
    - August 31, 2009: system-wide outage
    - Regularly: Wayne Connect, Pipeline portal, course scheduling, online voting
- System Testing
  - Tested group applications and in-house programs
    - Broadcast Messaging
    - Schedule of Classes
    - dadmin
    - WiSPA queries for new forwarding rules (Nov 2009)
    - TracSVN / Subversion
  - Described problems in algorithms that facilitated solutions
  - Provided user-experience feedback for user interfaces
  - Tested procedures for group's application
- Training
  - Trained coworkers in use of group's applications
  - Provided on-going "Educational Tidbits" to C&IT Help Desk and Operations supervisory staffs regarding use and support of group's systems
  - Led C&IT Brown Bag Sessions
    - Online Collaboration 101: centered on IM products
    - Online Collaboration 201: centered on Wayne Connect (Zimbra) Collaboration Suite
    - ColdFusion / Perl / HTML programming (team presentation)
    - MediaWiki (team presentation)
- WSU Broadcast Messaging Services
  - Designed algorithm for maintenance and minor subsystems

- Ran testing, monitoring and troubleshooting during program development
- Maintained code and system documentation
- Designed algorithm for Security Challenge feature
  - Consulted with Chief of Public Safety on development of this feature
- Maintained service provider data
- Research
  - Provided comparative analysis reports for various Division-wide projects and acquisitions
    - Conference and Event Management solutions
    - spam blocking appliances
      - Arranged meetings between manufacturers and University teams
      - Findings assisted in decision-making for acquisition
    - PDF merging tools
      - Findings assisted in decision-making for acquisition
- Blackboard
  - Maintained project management organization sites, most notably that for implementation of Wayne Connect/Zimbra Collaboration Suite
  - Developed various resource sites, especially those in support of Brown Bag sessions
  - Mentored coworkers in development and maintenance of various coursesites
  - Demonstrated features for use in the Human Resources training project
- TracSVN/Subversion
  - Assisted with various SVN project implementations
  - Developed procedures and solutions
  - Technologies: TracSVN/Subversion, TortoiseSVN, Guiffy and command-line access
- Extra
  - Developed mastery of TortoiseSVN, Guiffy, TracSVN/Subversion, VMware interface, Dreamweaver/ColdFusion, SQL queries, Mirapoint e-mail appliances, Zimbra Collaboration Suite, LDAP, e-mail physiology
  - Provided guidance in procurement of voltage-regulating UPSes for use with Division office electronics by employing electrical engineering training
  - Provided input leading to discovery of dying isolation transformer causing power degradation in work area by employing electrical engineering training

2007-2009

## Michigan Theological Seminary

Plymouth, MI

Teaching/Research Assistant - Koiné Greek

- Tutored students in translation philosophy, grammar, sentence diagramming, non-English language nuances, etc.
- Assisted in proof-reading text for publication: *New Testament Greek: A Whole Language Approach*, R. D. Kunjummen, 2008
- Developed answer key *New Testament Greek: A Whole Language Approach*, R. D. Kunjummen, 2008
- Developed teaching materials and study aids
- Provided some tutoring in Biblical Hebrew
- Maintained CAMS online coursesites

2005-2006

## Wayne State University

Detroit, MI

Computing & Information Technology - Quality Assurance Analyst

- Designed test procedures for the University's Banner Finance module using Compuware QA applications
- Subject Matter Expert for Compuware testing and monitoring tools
- Designed scripts and testing matrix for active robots monitoring strategic enterprise applications using Compuware Vantage products
- Designed load testing scenarios for Blackboard using Compuware QALoad products
- Tested Blackboard versions for changes during upgrade
- Developed dashboards and transaction reports to assist in strategic enterprise application monitoring
- Consulted with stake holders regarding monitoring needs
- Assisted coworkers with Compuware product usage
- Trained in Compuware script development languages: QARun, TestPartner (VB based)

2001-2005

## Wayne State University

Detroit, MI

Computing & Information Technology - Blackboard System Engineer

- System Administrator for Blackboard Learning System
- Project Manager and key operative for Blackboard 6.1 upgrade
- Subject Matter Expert for move of data services to SAN
- Developed plan to move Blackboard into automated course creations and enrollments

- Designed method for combining coursesites for instructors who taught multiple sections
- Performed first-ever course creations and enrollments based on University's Banner data
- Processed daily data input polled from University Banner system
- Developed system maintenance routines for optimal availability for application, servers, operating system and database that were performed weekly
- Collaborated on booklets created for Blackboard orientation one targeted for faculty, the other for students
- Patched systems on a planned basis
- Consulted with students, faculty and staff, producing innovative solutions for online and distance learning
- Developed initial business continuity and disaster recovery plans
- Developed scripts and cron jobs to maintain system composure
- Reverse-engineered database structure in order to obtain metrics on system usage and throughput
- Verified on- and off-sight backups
- Attended campus meetings and vocational conferences

2000-2001

## **Wayne State University**

Detroit, MI

Computing & Information Technology - Help Desk Supervisor

- Supervised University IT Help Desk student assistant staff of twelve serving the wider campus community including students, faculty, staff, Board of Governors and the President's office
- Mentored Help Desk staff to develop reliable troubleshooting and public relations skills
- Developed procedures and scripts targeted to handle most calls on first contact
- Developed checklists for on-shift orientation to various enterprise systems and reporting systems
- Compiled Help Desk metrics reports including calls analysis and timeliness of service
- Managed hiring and scheduling of staff to obtain the best Desk coverage while remaining aware of students' needs in the semester
- Coordinated testing and reporting during upgrades of Banner systems
- Interfaced with wider C&IT Division system administrators resulting in cooperative troubleshooting and problem solving efforts
- Documented Help Desk policies and procedures toward the goal of developing Service Level Agreements and Business Continuity and Disaster Recovery readiness
- Assisted CourseInfo (Blackboard) system administrator

2000-2003

## **Wayne State University**

Detroit, MI

UGE1000 - Part-time Faculty

- Taught undergraduate general education course for three half-semester, with approximately 15-20 students per class
- Moderated in-class debates
- Taught University-level research skills
- Developed content for UGE program Blackboard coursesites: assessments, streaming video access and view tracking

1998-2000

## **Wayne State University**

Detroit, MI

College of Pharmacy & Allied Health Professions - Informatics Support

- Lead: Information Technology and Informatics
- Managed staff of two support technicians
- Was directly responsible for college-wide Y2K remediation, contingency planning and ongoing observation and problem reporting for labs, including computing systems as well as refrigeration and lab animal support systems
- Advised of server room and computer lab needs for new building yet to start construction
- Oversaw 49 seat Computer Classroom and relevant equipment
- Maintained network infrastructure and systems
- Developed designs and quotes for technological purchases
- Supported College users onsite and off
- Edited College newsletter, "The Pipeline"
- Administrated network services and email and their security
- Reorganized College web site
- Consulted on departmental web site redesigns
- Administrated proper licensing and virus protection standards
- Trained users in use of various technologies

- Created policies and procedures manuals for computing in the College and Computer Classroom
- Taught faculty and staff how to use course management system: CourseInfo (Blackboard) (part of the early-adoption program)
- Developed content and support materials for CourseInfo (Blackboard) coursesites
- Was trained in adult human patient simulator use and maintenance
- Attended University committee meetings regarding technical support and data administration

1997-1998

## **Wayne State University**

Detroit, MI

University Development - Applications Specialist

- Prepared reports from ADIS database using focexecs
- Developed virus protection and detection procedures
- Troubleshoot computing and networking systems
- Developed training and support materials
- Trained staff in various applications
- Organized hardware and software upgrade program
- Advised on technology procurement
- Attended University committee meetings in support of data systems

1996-1997

## **Wayne State University**

Detroit, MI

College of Engineering - PC Support Specialist

- Supervised computer center, including lab scheduling and access
- Supported PC software installations
- Administered software licensing
- Developed and implemented virus protection and detection program
- Developed technical support documents
- Taught computer-based applications and technology use to students, faculty and staff
- Collected University data for College database resources
- Attended University committee meetings in support of data systems

1995-1996

## **Wayne State University**

Detroit, MI

College of Engineering - Database Administrator - Dean's Office

- Developed and maintained Student Information, PASS, and other ad hoc databases programs: Borland Paradox
- Provided support and training for users of these systems
- Administered UNIX and Novell subnetworks
- Participated in University committee meetings in support of data systems

1994

## **Detroit Area Pre-College Engineering Program**

Detroit, MI

Computer Concepts - Instructor

- Taught use of IBM compatible computers using DOS and the C programming language
- Prepared class materials, both hard copy and software
- Created and applied test materials
- Assessed student performance, reporting findings to program director

1993-1995

## **Wayne State University**

Detroit, MI

College of Engineering - General Information Technology Support

- **Student Assistant**
- Administered UNIX subnetwork in Dean's business office
- Provided support and training to peers, business office and other college personnel
- Assisted in proper maintenance of software products and licenses
- Provided virus maintenance support
- Taught faculty, staff and students how to use advanced levels of office automation software
- Conducted computer lab tours for high school and junior high school visitors
- Oversaw long-range projects

1992

## **Re-Solutions, Inc.**

St. Clair Shores, MI

Personal Computing Systems Solutions (Self-employed)

- Held training sessions in software applications
- Provided advice on purchase solutions for personal computers
- Provided direction in problem-solving

- 1991-1992 **Inacomp Computer Center** Sterling Heights, MI  
Systems Support and Design
- Provided technical support to clients in the selection and implementation of and orientation to applications software
  - Prepared proposals, feasibility studies and on-going training and support programs
  - Developed virus studies and irradiation plan
  - Trained coworkers and customer in virus physiology, prevention and protection
  - Developed proficiency in file and data recovery
- 1989-1991 **Maloof Manufacturing Jewelers** St. Clair Shores, MI  
Supervisor - Computer Systems and Data Processing
- Developed a viable computerized inventory maintenance program
  - Implemented office automation system
  - Trained associates on software tools and *Omron* point-of-sale system
  - Lead project leading to the purchase of back-office and front-end point-of-sale systems
  - Wrote database to track electronic inventory via serial numbers
  - Maintained related hardware
- 1988-1989 **Great Lakes Office Equipment** Alpena, MI  
Service Manager
- Managed service department staff in sales and repair of office equipment
  - Maintained and repaired equipment in-field as well as in-house
  - Processed orders to maintain service department and retail inventory
- 1981-1988 **Merchants Cash Register** Detroit, MI  
Marketing Support and Systems Integrator
- Provided pre- and post-sales support
  - Consulted with customers regarding hardware applications
  - Trained customers and coworkers
  - Developed instruction manuals and job-aids
  - Installed asynchronous communications for point-of-sale systems
  - Repaired equipment in field and in-house
- 1977-1981 **Northern Business Supply** Detroit, MI  
Business Operations Support
- Maintained bookkeeping ledgers
  - Maintained 6000+-entry mailing list
  - Coordinated bulk mailings
  - Processed orders, shipping via various expeditors
  - Processed incoming inventory
- 1977-1992 **Early Employment** various  
Positions held earlier in my career
- 1992 - **Re-Solutions, Inc.** - Personal Computing Systems Solutions (Self-employed) - St. Clair Shores, MI
  - 1991-1992 - **Inacomp Computer Center** - Systems Support and Design - Sterling Heights, MI
  - 1989-1991 - **Maloof Manufacturing Jewelers** - Point-of-Sale Systems Support - St. Clair Shores, MI
  - 1988-1989 - **Great Lakes Office Equipment** - Service Manager - Alpena, MI
  - 1981-1988 - **Merchants Cash Register** - Systems Integrator - Detroit, MI
  - 1977-1981 - **Northern Business Supply** - Business Operations Support - Detroit, MI

## Volunteerism

- 1992-present **Barnabas Christian Camp** Straffordville, ON  
Director
- Primary Director: Grade 5-6 camp
  - Co-director: Special Friends (special needs campers), Grade 1-2, Grade 3-4 camps
  - Developed programs for weekend camp-outs attended by 20-40 campers
  - Taught at campfires and Sunday morning chapels
  - Created craft projects, providing direction to leaders and campers alike

1999-present	<p><b>Barnabas First Nations Ministry</b></p> <p>Esgenoôpetitj, NB</p> <p>Bible Camper</p> <ul style="list-style-type: none"> <li>• Home visitation: summer (team) and winter (personal) ministry trips</li> <li>• Developed programs to involve children, young people and older ones in fun summer activities: Bible Camps, crafts, canoeing</li> </ul>
2003-present	<p><b>Birmingham Power Squadron</b></p> <p>Birmingham, MI</p> <p>Chaplain</p> <ul style="list-style-type: none"> <li>• A Unit of the United States Power Squadrons®</li> <li>• Provided meeting, funereal and ship launching invocations</li> <li>• Advised on spiritual needs of multi-faith membership</li> <li>• Taught Marine Electronics class</li> <li>• Completed advanced courses: Seamanship, Piloting, Advanced Piloting, Junior Navigation (exam results pending)</li> <li>• Completed electives: Marine Electronics, Weather</li> <li>• Held posts of Historian, newsletter editor and Secretary as well</li> </ul>
2009-present	<p><b>Windsor Power and Sail Squadron</b></p> <p>Windsor, ON</p> <p>General Member</p> <ul style="list-style-type: none"> <li>• A Unit of Canadian Power and Sail Squadrons</li> <li>• Pleasure Craft Operators Card: October 2009</li> </ul>
2007-present	<p><b>United States Power Squadrons® District 9</b></p> <p>MI</p> <p>Editor, Interlaker®</p> <ul style="list-style-type: none"> <li>• Transformed ground-mailed, black-and-white print newsletter into interactive, full-color online PDF document that is both accessed online and printed by members throughout the state of Michigan and in South Bend, Indiana</li> </ul>
1993-1999	<p><b>Wayne State University</b></p> <p>Detroit, MI</p> <p>Student (above and beyond coursework - non-graded assistance)</p> <ul style="list-style-type: none"> <li>• Provided Computation Methods instructor with software solutions for teaching material and student instruction <ul style="list-style-type: none"> <li>• (ex. spreadsheet, MatLab, QBASIC)</li> </ul> </li> <li>• Taught Computational Methods solutions to fellow students</li> <li>• Created documentation for course and lab applications and tools <ul style="list-style-type: none"> <li>• (ex. MatLab, electronics lab design software)</li> </ul> </li> </ul>
1988-1994	<p><b>Community Missionary Church</b></p> <p>Windsor, ON</p> <p>Youth Director</p> <ul style="list-style-type: none"> <li>• Lead inner-city, multi-cultural youth group</li> <li>• Provided counsel and an ear to listen</li> <li>• Developed programs for weekly events</li> <li>• Coached volleyball and softball teams</li> <li>• Organized camping and intra-denominational events</li> </ul>
1980-1987	<p><b>Detroit Aero-Modelers</b></p> <p>Detroit, MI</p> <p>Test Pilot / Instructor</p> <ul style="list-style-type: none"> <li>• Licensed with the Academy of Model Aeronautics</li> <li>• Built wooden nitro-fueled power planes and gliders from kits and scratch</li> <li>• Examined club-mates' crafts for airworthiness upon completion of new construction or after repairs</li> <li>• Test flew club-mates' crafts upon completion of new construction or after repairs</li> <li>• Taught club-mates in early stages of learning to fly their crafts</li> </ul>

## Education

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2008	<p><b>Michigan Theological Seminary</b></p> <p>Plymouth, MI</p> <p>Master of Theological Studies, New Testament</p> <ul style="list-style-type: none"> <li>• Emphasis on original languages: Biblical Hebrew and Greek, with Ugaritic study included</li> <li>• Received Biblical Studies Award (regarding studies in languages)</li> </ul>
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1999

## **Wayne State University**

Detroit, MI

Bachelor of Science in Electrical Engineering

- Continued Spanish language studies (begun in junior high school and practiced among many Latino acquaintances)
- Tau Beta Pi (National Engineering Honor Society - Michigan Epsilon)

1985-1986

## **Oakland Community College**

Farmington Hills, MI

Computer Science

- C, UNIX, Assembler (IBM 360), Pascal, Data Structures
- Assisted instructor with testing and troubleshooting of newly installed UNIX servers

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