

Vera Blake

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Overview

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

Objective

- To apply my technical skills to a viable online and distance
- To be a part of a creative effort to effectively employ online environment

Key Words
developed support provided systems system data applications wayne state university taught maintained staff blackboard various online service
Alternate Languages
Français Español
Similar Resumes

Employment

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

- 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
 - 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
- 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
- System Testing
 - Tested group applications and in-house programs
 - 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
- 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
- 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
- TracSVN/Subversion
 - Assisted with various SVN project implementations
 - Developed procedures and solutions
- 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
- 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
- Developed plan to move Blackboard into automated course creations and enrollments
- Performed first-ever course creations and enrollments based on University's Banner data
- 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
- 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
- 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 - **Maloo 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 **Barnabas First Nations Ministry** Esgenoôpetitj, NB
Bible Camper
- Home visitation: summer (team) and winter (personal) ministry trips
 - Developed programs to involve children, young people and older ones in fun summer activities: Bible Camps, crafts, canoeing
- 2003-present **Birmingham Power Squadron** Birmingham, MI
Chaplain
- A Unit of the United States Power Squadrons®
 - Provided meeting, funereal and ship launching invocations
 - Advised on spiritual needs of multi-faith membership
 - Taught Marine Electronics class
 - Completed advanced courses: Seamanship, Piloting, Advanced Piloting, Junior Navigation (exam results pending)
 - Completed electives: Marine Electronics, Weather

- Held posts of Historian, newsletter editor and Secretary as well

2009-present	Windsor Power and Sail Squadron General Member <ul style="list-style-type: none"> • A Unit of Canadian Power and Sail Squadrons • Pleasure Craft Operators Card: October 2009 	Windsor, ON
2007-present	United States Power Squadrons® District 9 Editor, Interlaker® <ul style="list-style-type: none"> • 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 	MI
1993-1999	Wayne State University Student (above and beyond coursework - non-graded assistance) <ul style="list-style-type: none"> • Provided Computation Methods instructor with software solutions for teaching material and student instruction • Taught Computational Methods solutions to fellow students • Created documentation for course and lab applications and tools 	Detroit, MI
1988-1994	Community Missionary Church Youth Director <ul style="list-style-type: none"> • Lead inner-city, multi-cultural youth group • Provided counsel and an ear to listen • Developed programs for weekly events • Coached volleyball and softball teams • Organized camping and intra-denominational events 	Windsor, ON
1980-1987	Detroit Aero-Modelers Test Pilot / Instructor <ul style="list-style-type: none"> • Licensed with the Academy of Model Aeronautics • Built wooden nitro-fueled power planes and gliders from kits and scratch • Examined club-mates' crafts for airworthiness upon completion of new construction or after repairs • Test flew club-mates' crafts upon completion of new construction or after repairs • Taught club-mates in early stages of learning to fly their crafts 	Detroit, MI

Education

2008	Michigan Theological Seminary Master of Theological Studies, New Testament <ul style="list-style-type: none"> • Emphasis on original languages: Biblical Hebrew and Greek, with Ugaritic study included • Received Biblical Studies Award (regarding studies in languages) 	Plymouth, MI
1999	Wayne State University Bachelor of Science in Electrical Engineering <ul style="list-style-type: none"> • Continued Spanish language studies (begun in junior high school and practiced among many Latino acquaintances) • Tau Beta Pi (National Engineering Honor Society - Michigan Epsilon) 	Detroit, MI
1985-1986	Oakland Community College Computer Science <ul style="list-style-type: none"> • C, UNIX, Assembler (IBM 360), Pascal, Data Structures • Assisted instructor with testing and troubleshooting of newly installed UNIX servers 	Farmington Hills, MI



