

Vera Blake

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Employment

2006-2010

Wayne State University

Computing & Information Technology

• Lead Application Technical Analyst

- E-mail and Wayne Connect (MeritMail / Zimbra) collaboration
 - Lead: Third-tier support for e-mail, calendaring and contact management
 - 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)
- 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

Detroit, MI

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

- 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

2001-2005	Computing & Information Technology - Quality Assurance Analyst Wayne State University	Detroit, MI
2000-2001	Computing & Information Technology - Blackboard System Engineer Wayne State University	Detroit, MI
2000-2003	Computing & Information Technology - Help Desk Supervisor Wayne State University	Detroit, MI
1998-2000	UGE1000 - Part-time Faculty Wayne State University	Detroit, MI
1997-1998	College of Pharmacy & Allied Health Professions - Informatics Support Wayne State University	Detroit, MI
1996-1997	University Development - Applications Specialist Wayne State University	Detroit, MI
1994	College of Engineering - PC Support Specialist Detroit Area Pre-College Engineering Program	Detroit, MI
1993-1995	Computer Concepts - Instructor Wayne State University	Detroit, MI

- **Student Assistant**

Education

1999	Wayne State University Bachelor of Science in Electrical Engineering	Detroit, MI
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- Continued Spanish language studies (begun in junior high school and practiced among many Latino acquaintances)
- Tau Beta Pi (National Engineering Honor Society - Michigan Epsilon)

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