

# Vera Blake

[vera.blake@praux.com](mailto:vera.blake@praux.com)

(313) 473-7436 (US)



8717 Beattie Road, RR1  
Straffordville, Ontario N0J 1Y0

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

- **Student Assistant**

## Education

---

1999	<b>Wayne State University</b> Bachelor of Science in Electrical Engineering	Detroit, MI
------	--	-------------

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

© 2010 Vera Blake - [navigate](#) this resume - [resumes by praux.com](#) - [get yours now!](#)

