Frank Walton

IT analyst, programmer, system administrator, cybersecurity analyst

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PROFESSIONAL EXPERIENCE

Bible.org, Richardson, TX — *Programmer / System Administrator*

JUNE 2013 - PRESENT

Originally working as a freelance contractor, I created and/or maintained existing multiple Content Management Systems (CMS) websites in Drupal and Wordpress as well as custom PHP websites that were not part of a CMS framework. I took over the system administration role for all of the physical and virtual Linux servers in a Citrix XenCenter environment at multiple hosting locations. I was hired as a salaried employee in June 2020.

Self-employed, Denton, TX — *Freelance Application Support*

NOVEMBER 2011 - PRESENT

The primary focus of my time has been supporting small and medium businesses in the north Texas area with the creation of new and maintenance of existing websites; support for various custom Windows applications written in .NET and Microsoft Access; electronic document publishing; server administration; application and server security; custom scripting; data forensics; and many other similar duties in a variety of technology-related disciplines.

Insight Enterprises, Plano, TX — *Lead Systems Developer*

JANUARY 2002 - NOVEMBER 2011

I was originally hired in January 2002 by Software Spectrum, Inc. (SSI), which at the time, was the world's largest software reseller. In June 2002, Level 3 Communications acquired SSI and merged the organization with another of its acquisitions, and SSI's largest competitor, Corporate Software. In 2006, Insight Enterprises purchased the combined software reseller organization from Level 3 Communications.

During my tenure with these companies, my duties included personnel management; project management for global development teams in the US, India, and Canada; application design and development; business analysis and evaluation; reporting consolidation from multiple global applications; IT incident management and reporting; application security administration and reporting for Sarbanes-Oxley compliance; application support and troubleshooting for 1,000+ users in global applications used across our North American, EMEA (Europe, Middle East, Africa) and APAC (Asia Pacific) sales and marketing teams.

TECHNICAL SKILLS

Operating Systems and Server Technologies:
Windows Desktop; Windows Server; Linux Desktop; Linux Server; Internet Information Service (IIS); Apache; Nginx; Citrix XenCenter; AWS; Docker

Programming Languages:
PHP; Active Server Pages (ASP) / ASP.NET; Microsoft Visual Basic / VB.NET; Microsoft C#; JQuery; Perl; Shell script; T-SQL

Database Servers:
Microsoft SQL Server; MySQL; MariaDB

Reporting & Analysis Tools:
Splunk; Elastic Stack; various custom reporting tools similar to SAP Crystal Reports

PROFESSIONAL CERTIFICATIONS

Splunk Certified Power User (Jan 2017)

REFERENCES

Available upon request

Pivotal Corporation, Dallas, TX — *Master Application Analyst*

SEPTEMBER 2000 - DECEMBER 2001

I was originally hired by the professional services group of Software Spectrum, Inc. (SSI) in September 2000. SSI's professional services group was purchased in December 2000 by Pivotal Corporation.

My responsibilities with Pivotal were primarily centered on providing custom solutions to companies implementing a Pivotal's robust customer relationship management (CRM) suite. This process involved gathering requirements for and designing a custom solution for businesses in many different industries (financial, computer software, insurance, supply chain, etc.). I was often the technical leader of teams of designers and developers on multiple projects at a time.

This required working closely with sales teams, business analysts, and project managers; a proficient knowledge of the software; as well as the ability to learn a variety of business processes for vastly different companies in a short amount of time in order to provide the most comprehensive solution for the customer.

VOLUNTEER ACTIVITIES

Collin County ARES — 1995 - 2014

Volunteer for Collin County (Texas) Amateur Radio Emergency Services (ARES). ARES is an organization that supports the National Weather Service office in Fort Worth by acting as severe storm spotters. The organization is also responsible for providing emergency backup communications for local, state, and federal agencies in times of crisis or disaster.

Denton County ARES — 2014 - present

Similar duties as above, but with Denton County (Texas) authorities.

Blue Ridge Fire Department (Secretary) — 1995 - 1999

Secretary for and active member of the local Volunteer Fire Department. Trained in emergency incident control and as a first responder in CPR, first aid, hazardous materials handling, and other emergency activities.