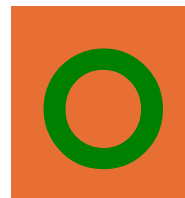


# Chris Greenough

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To Whom It May Concern:

My background includes many facets that would be a benefit to the organization. Below is an overview of my background and the projects I have been involved with. My resume should show my level of technical expertise broad project involvement.

In 2005 I was tapped as a developer to begin a large project to upgrade and expand Northern Arizona University's learning management system. The old system was Perl based and was just one big single point of failure. We upgraded to a multi-node, fault-tolerant, high available system. This system is still currently in use but a new upgrade is in process to the latest generation of the product line. My team oversaw both upgrades and configuration of servers, storage, databases and networking. We also wrote all new integrations to tie this new enterprise system together with PeopleSoft, LDAP and other internal and external systems.

The project was a success and we continued maintenance, upgrades, with new integrations and features. Working with other groups around campus we have grown and added value to the system. Watching this growth has been very rewarding. This service has grown to 7 nodes and serves over 6,000,000 daily page views to over 67,000 users, backed by a 2TB Oracle database. We expect the new replacement system to grow even faster.

Another large part of this current assignment was to create an enrollment management bus across campus. This system is fed by information from authoritative systems on campus. These systems include PeopleSoft and LDAP among others. The system allows us to overlay modifications to this data, apply our business logic and then send it to multiple endpoints. This includes any number of learning management systems and other applications. This is a pluggable and scalable system. This process was originally created in Java and converted over to Python. The application communicates with other applications in a multitude of ways including SOAP and RESTful web services, direct database API or whatever the target service requires. The next version of this application will be exclusively event driven and is now under development.

I also handle other web development for whatever needs pop up in our academic computing department. These applications were written in Java, PHP, and .net. Applications range from simple WordPress blog customizations to high available, distributed, complex web applications.

Throughout all of these major projects I have handled big picture elements all the way to installing and configuring iSCSI storage area networks to pulling cable in the data center. This gives me a unique set of experiences that allows me to see details in big picture problems.

visit [ChrisGreenough.com](http://ChrisGreenough.com) for code examples and more project information. If there is anything else I can provide, just ask!

Thanks for the opportunity!

Chris Greenough



**Objective** My objective is to provide my 15 years of experience across many different technologies to an organization that values a knowledgeable, well balanced hard working employee,

**Experience** Northern Arizona University  
Applications Systems Analysis/Programmer, Sr.  
Flagstaff, AZ 2005-Present

My primary responsibility was to design, build, configure, maintain and integrate a large campus wide learning management system, Blackboard Vista/Learn. This system was redundant and fault tolerant Java based web application used by over 67,000 users. I also wrote a campus wide enrollment data bus in Java/Python that applies business logic and transports enrollment data to consumer applications via web services and other technologies. I also wrote many other tools and applications using many languages. Some of these tools were released to the open source community.

- Responsible for largest web application on campus serving over 67,000 users.
- Built campus wide enrollment data bus in Java/Python.
- Languages: Java, Javascript, C, C++, Objective C, C#, .net, Python
- Frameworks: Spring, Stripes, Django, Struts, Hibernate
- Hardware: Dell servers in a Citrix XenCenter cluster backed by an EqualLogic iSCSI storage SAN. Load balancing provided by Cisco's ACE.
- Server Technologies: Apache, Tomcat, WebLogic, LDAP
- Database Technologies: Oracle, MySQL, Cassandra

Northern Arizona University  
Helpdesk Support Service Specialist, Sr.  
Flagstaff, AZ 2001-2005

While working at this helpdesk position I have had the opportunity to continue my evolution to Systems Programmer. Along with normal help desk (See other NAU Job Below) duties I:

- Built a Call Tracker and Knowledge Base in ASP first and migrated that to .Net. The application became the center of operations; everything was tracked and stored in this system.
- Deployed an internal Jabber IM server for secure communications. I also contributed to this open source project developed in C by submitting patches and feature enhancements that were required for our needs.
- Developed uPortal channels for self help support needs. These channels were written in Java to produce XML and used XSLT to produce HTML for presentation.
- Developed a JSP application using Struts as a front end to a mail management Web Service developed on our Solaris UNIX servers.
- Built numerous other .Net applications for a wide range of uses from a hardware appointment tracker to automated student information audit tracking.
- Instructed our student employees in both JSP and .Net for current and future use.

Paramount Pictures  
Helpdesk Systems Analyst  
Hollywood, CA 1999-2001

I worked in the domestic TV division of Paramount Pictures supporting 1000 clients. There was a fast paced team effort to upgrade 1000+ workstations and domain switch over.

- Wrote custom business logic for call tracker.
- Ran large Citrix cluster to support remote legacy application access.
- Migrated clients and servers from Windows 95/NT 3.51/ZenWorks to Windows 98/Win 2k.
- Day to day support, computer maintenance, account maintenance.



Northern Arizona University  
Helpdesk Assistance  
Tucson, AZ

1998-1999

The Academic Computing Help Desk (ACHD) is the first tier of technical support for students at Northern Arizona University. Student employees are expected to be knowledgeable in a wide variety of technical support areas. During the fall and spring semesters, the ACHD is staffed 24 hours per day, 7 days per week.

Student employees are assessed for technical skills, and must demonstrate excellent customer service abilities, patience, and the ability to handle stressful situations (especially during the beginning of each semester, when the ACHD takes up to 7,000 calls per week). Moreover, student employees are trusted with a number of secure tools and access to secure sites on the network and NAU systems.

Duties included end user support via phone, walkup and on-site. The support spanned a wide area but included dialup networking, TCP/IP configuration and troubleshooting, website creation, OS support including Windows Macintosh and Linux, other applications, virus cleanup, data recovery, and university wide UNIX account support.

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Krebs Engineers  
Systems Analyst  
Tucson, AZ

1997-1998

Krebs Engineers was a multi national company servicing the petroleum industry. I was employed in the MIS department supporting their network that was composed of about 500 local users in Tucson and 5000 worldwide on a Windows NT domain connected by Cisco equipment. My responsibility was to upgrade, maintain and troubleshoot the network, configure servers and workstations, administer backup and recovery operations and configure Cisco firewalls and VPN connections worldwide. I also supported an IBM AS/400 that was used for supply chain automation, another oldie.

Fin-Tec Service Corp.  
Systems Analyst  
Tucson, AZ

1995-1997

Fin-Tec was a "Rent a MIS" and financial software development company. While in High School I worked nearly 40 hours a week doing everything that was required for small to medium business. Business included everything from the Humane Society of Tucson to the Marana Police Department to Opto Power, a laser manufacturing facility. Duties included:

- Software development in Java and VBA.
- Running Ethernet/Coax/Twinax(yes, there was still some around) physical layer cable.
- Networking WinNT and Novel servers and Internet access via T1 (CSU/DSU) lines using Cisco routers.
- Support for Windows, Office, Backup and Recovery, IIS, Exchange and GroupWare and whatever else came up.
- Training of customers and employees.

WJM Computer Sales  
PC Tech/PC Assembly  
Tucson, AZ

1994-1995

Before I could drive I worked weekends and afternoons at this company building and supporting custom computers. I got my first PC from this company and decided I wanted to know how it worked. I built, burned in and supported these custom built computers.