

Software Engineer

Online Portfolio is available at: www.software-engineer.com

To whom it may concern:

This is a letter of recommendation for Nicolaus Rettberg. Nicolaus worked for Quality Education Data (QED) as a Network Administrator and a Web Application Developer.

Nicolaus undertook a large server virtualization project shortly after joining QED. This was a complex project that involved the clustering and support of multiple SQL database servers that were critical to the operation of the organization. Nicolaus did an excellent job of planning and executing our transition to the new virtualized server environment. These changes reduced system down times, improved performance and reduced the administrative effort required by separate individual servers.

In addition to his duties as a Network Administrator Nicolaus worked as the lead software developer on one of our most important and visible products, School Guides Online. Nicolaus interfaced directly with the product manager and database developer to significantly extend the functionality of this product. Nicolaus also worked with our Marketing Services team to produce a number of HTML email campaigns for QED's clients.

Nicolaus has proven himself to be a multi-talented and very capable member of the team at QED and would be a valuable addition to any organization.

*Verlan Stephens
Director, IT
Quality Education Data*

Professional Profile

Planning, deployment and administration of computer networks and computer systems. Fundamental understanding of computer hardware and experience with a wide variety of computer systems and software.

Twelve years of experience as a Software Engineer with specialized knowledge in:

- Planning and setup of Enterprise computers, printers and network infrastructures under HIPAA regulations
- Installation and configuration of a wide variety of computer and peripheral Hard- and Software
- Workflow-, Network- and System- Task automation
- Network administration and performance analysis
- Installation and configuration of Web-, (Secure) FTP-, Mail-Servers as well as Databases Systems
- Web Site and Standalone Application Development including creative design
- Consultation for hardware and software purchasing
- Installation and teaching of complex software for CAD and graphic design
- System Maintenance, System Migration, Troubleshooting

Advanced Computer & Technology Skills

- 14 Years of experience with Windows 9x, NT 4.0, XP Professional, Windows 2000/03/08 Server, Windows Vista/7, MacOS and Linux; installation, configuration, upgrading, maintenance and troubleshooting
- 13 Years of experience as a Web programmer/designer including experience in several programming languages (PHP, ASP, VB/C#.NET, VB, VBScript, JavaScript, Ajax, XML, Transaction-SQL)
- 15 Years experience as a Graphic and CAD Designer
- Knowledge about the hardware and software offered by a wide variety of computer and software companies
- Setup of various server types including Web, E-Mail, (s)FTP, Printer, Backup, Tape Library Systems, SharePoint, Exchange, Project, and Mercury Quality Center Servers
- Web Server setup/configuration using IIS 5/6/7 and Apache
- Database Installation, Configuration and Migration using SQL Server 2000/05/08 including MS SQL Cluster Technology and MySQL
- Proficient in Transaction SQL, Stored Procedures and SSIS development
- DNS, DHCP, NAT and TCP/IP architecture, configuration, installation and troubleshooting
- Domain setup, Domain Controller / Group Policy configuration and Workstation integration within Active Directory
- Installation of virtual machine technologies using VMware, MS Virtual Server 2005 and MS Virtual PC
- Remote Desktop Management
- Advanced Firewall configuration, VPN tunnel setup, Intrusion Protection and configuration of Demilitarized Zones (DMZ), Netscreen, ASTARO, Patton, WAP
- Knowledge about "web scraping" and "data mining" technologies
- Search Engine Optimization (SEO) and result tracking for a variety of web sites
- Advanced task automation

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"This is to introduce you to Nicolaus Rettberg and to recommend him for a position within your organization.

Nicolaus worked with DMX-direct, Inc for nearly three years as a software / web developer / systems administrator. During that time he showed himself to be a versatile and dedicated worker with many talents.

I am certain the traits that made Nicolaus an integral member of our team will make him successful in a position commensurate with his qualifications and experience. His ability to learn new things quickly and his willingness to explore new applications will serve his future employers well.

In closing I believe Nicolaus will be a valuable asset to your company."

Sincerely

*Paul del Toro
Director, Special Projects
DMX-direct, Inc*

"I have had the good fortune to work with Nicolaus this past year as our web developer. He is a knowledgeable IT professional and creative web developer. It is my pleasure to provide this letter of reference to potential future employers.

Nicolaus was recruited to assist us in developing a web portal for our clients. We are a benefit management firm providing outsourced employee benefit services. Nicolaus developed an ASP based web site that provides secure access for our clients. Through the web site, our clients have direct access to benefit information and online enrollment services. He demonstrated considerable creative skills in designing a site that reflects our company image while incorporating our client's corporate logo & colors.

Nicolaus is creative individual with considerable system knowledge and experience. I can assure you that he will be an effective member of your team and valuable asset in your organization."

*Peter D. Bronk
IT Manager
Benefit Management Systems, Inc.*

Work History

2009 – Present, Microsoft SQL Database Administrator

for Navigant Consulting, Inc., a specialized, global expert services firm dedicated to assisting clients in creating and protecting value in the face of critical business risks and opportunities.

- Management of the Microsoft SQL Server Datacenter hosting 25 large servers and a variety of SQL Databases in a high security environment under HIPAA regulations.
- Responsible for the secure data exchange between Navigant and its clients under HIPAA regulations.
- Responsible for the IT infrastructure, including purchase, installation, setup and maintenance.
- Responsible for all backup procedures under HIPAA regulations.
- Desktop/Laptop support for 50+ consultants in multiple locations.
- Development of company internal web sites for maintenance and informational purposes using vb.Net and T-SQL.
- Setup of a variety of automated tasks to free up time for consultants and their clients.

2007 – 2009, Software Engineer and System/Network Administrator

for Quality Education Data (QED), Inc. (A Scholastic Company). QED is a marketing services firm focused solely on the education market. QED provides mailing lists, market research, and marketing planning, execution and analysis.

- Responsible for the installation and setup of all enterprise IT equipment.
- Responsible for the smooth operation of the Enterprise Network, Hardware and Software Infrastructure including 23 Windows 2000/2003 based Servers and over 60 Windows 2000/XP/Vista based Workstations.
- Migration of production environment from physical servers to a Virtual Machine environment significantly reducing maintenance cost and time.
- Setup of SQL Server 2005 Clustered Environment on HP Blade Server Hardware and migration of production databases and applications.
- Development of "School Guides Online" (SGO) Web Site, saving QED \$25,000 for an additional development contractor.
- Development of a Salesforce data integration application.
- Development of various applications in VB.net.
- Development of various SQL applications in T-SQL and SSIS technology.

2006 – 2007, System / Network Engineer for Sopheon Corporation.

Sopheon (LSE:SPE) is an international provider of software and services that help organizations improve the business impact of product development.

- Responsible for the smooth operation of the Enterprise Network, Hardware and Software Infrastructure including 35 Windows 2000/2003 based Servers and over 200 Windows 2000/XP/Vista based Workstations in different locations.
- Planning and setup of Servers and Workstations from scratch and integration into the existing Active Directory environment including Domain Controllers, SQL Server, Exchange, SharePoint, (s)FTP, Email, and Web Server.
- Setup of an IT Lab environment for a variety of testing procedures before final production rollout.
- Responsible for the migration from SQL Server 2000 to SQL Server 2005 of a variety of Systems including SharePoint, Project Server, Mercury Quality Center, and other proprietary systems.

"Mr. Rettberg carried out the tasks assigned to him with self initiative and great care. We were very pleased with the results. He was especially good at working with the varied levels of expertise and requirements of the users that one encounters in a University work environment.

He was always available to deal with the small problems that arise during the daily use of computers and at the same time he maintained all the computer-associated equipment in good working order.

In addition, he was able to provide expert advice for the purchase and expansion of our computer systems. The programs and systems that were acquired with his advice ran very reliably and productively, which for a group of over 250 users, many with limited experience with computers, was a pleasant surprise.

Mr. Rettberg was very engaged in his work and was always willing to help."

*Univ.-Prof. Dr.-Ing. Karl Schwalbenhofer
Dean Department of Architecture,
University Wuppertal*

"This Letter of Recommendation covers the employment of Nicolaus Rettberg from December, 2002 through May 2004.

Nicolaus is an accomplished web designer and has performed exceptional services for Benefit Management Systems, Inc. by developing a complex employee benefits web enrollment program.

We highly recommend Nicolaus to anyone interested in securing the services of a web designer."

*David Becklund,
President Benefit Management
Systems, Inc*

- Introduction of new backup strategies utilizing Symantec Backup Exec, Continuous Protection Server and Drive Imaging Solutions as well as verifying and troubleshooting the scheduled backups.
- Test restores in an IT Lab environment to ensure backup quality.
- Setup of centralized Software and Antivirus update management.
- Installation of virtual machine technologies.
- Implementation of an Enterprise wide System Status Monitoring solution utilizing Microsoft Operation Management (MOM) and WhatsUp Gold.
- Enterprise wide IT Help Desk for about 70 employees across 5 global offices including diagnostics and repair of hardware failures, virus infection, driver and application problems.
- Preparation, configuration and Firmware updating of network cabling, wireless access points, routers, switches and firewalls.
- Support and maintenance of sales demos and pilots, customer application hosting and QA lab administration.

2004 – 2006, Software Engineer and System Administrator for DMX-direct, Inc. *Direct Marketing Excellence, Inc. dba DMX-direct (DMX), is a single accountable source for a wide range of direct marketing, fulfillment and production services. Based in Denver, Colorado, DMX has built a reputation, since 1991, servicing both national and regional clients.*

- Update and/or re-installation of Windows XP Professional/Windows 2003 Server on all Workstations and Servers within the organization and integration/migration into a new domain structure based on Active Directory.
- Firewall / VPN setup and configuration using ASTARO.
- Setup and maintenance of SQL servers, web servers, e-mail servers, (s)FTP servers and print servers.
- Refactoring many existing web sites, web applications and other applications using an enterprise-wide standard methodology of coding practices resulting in time and money savings during future code changes.
- Development of a variety of e-commerce web sites using advanced SQL Stored Procedures, ASP, VB.NET, VBScript and Visual Basic.
- Established reliable backup methodologies for SQL Servers, Workstations, web sites and client data in case of data loss and for fast disaster recovery purposes.
- Testing restoration of existing backups to ensure quality of the backup data.
- Developed a wide variety of solutions to automate daily or otherwise reoccurring tasks, saving time and money to employees and clients.
- Integrated error trapping and user notification into all automated tasks and applications for fast failure recovery and in order to keep system downtime to a minimum.
- Development of a web-based application from an existing database provided by the US Securities and Exchange Commission (SEC) featuring enhanced search capabilities for Investment Adviser Firms. The resulting database contained searchable information for 24,000 Investment Advisor Firms and 60,000 contacts. State of the art web scraping and data mining tools as well as a high level of automation enabling DMX-direct to update the entire database within 8 hours and generate \$6,000/year revenue per subscription.
- IT Help Desk for about 15 employees including diagnosis and fix of hardware failures, virus infection, driver and application problems.
- Graphic Design for a variety of web sites.

2002 – 2004, Web Developer and Database Administrator for Benefit Management Systems, Inc. Development of an Online Benefit Enrollment Solution and database backend for Graphic Packaging International. Due to the ease of use and the integration of the complex benefit regulations Graphic Packaging International was able to save over \$10,000 dollars during the enrollment process of more than 5,000 employees in the entire U.S.

2000 – 2002, Network System Administrator / Webmaster for the Architecture Department of the University of Wuppertal, Germany. Support of

"Mr. Rettberg set up and administered a computer network that worked without interruptions. When problems arose, he was available at any hour and came immediately if necessary.

His friendly and communicative nature impressed us and led to a very pleasant work environment."

Dipl.-Ing. Petra Harder
Lecturer, University Wuppertal

"Mr. Rettberg has cared for all the computer systems including mine since the year 2000. I especially treasured his prompt help with the problems that arise when one uses computers. Because of his organization and care I was able to productively pursue my work without interruption"

Dipl.-Ing. Rafaela Nordhaus
Architect, University Wuppertal

several small Companies as a System Administrator and Webmaster.

- Setup of a new sub domain within an existing Active Directory environment including a new Domain Controller based on Windows 2000 Advanced Server and 20 Windows 2000 workstations based on Active Directory.
- IT Help Desk for the entire Civil Engineering and Architecture Department of the University of Wuppertal, Germany.

1997 – 2000, Assistant Network Administrator. Aided in the development of an interactive course for the Civil Engineer Department of the University of Wuppertal, Germany using PHP, HTML and JavaScript.

1997 – Present, IT Consultant for a variety of small businesses and individuals. This includes Computer/Network setup, web design/development, 3D Modeling and Graphic Design.

Education

- BERGISCHE UNIVERSITÄT WUPPERTAL (University) - Wuppertal, Germany
 - **Bachelor Degree, Civil Engineering**, 1998
- STUDIENGEMEINSCHAFT DARMSTADT SGD - Darmstadt, Germany (Correspondent Course)
 - **Webmaster**, 2002
 - **Network Administration**, 2002
- Currently in the process of becoming a **Microsoft Certified Professional (MCP)**

Personal Qualities

Because of the wide variety of skills I offer, I combine the four different positions of System Administrator, Developer, SQL Database Administrator and Graphic Designer in one person. This combination of skills allows me to make a solid contribution to a small or mid-sized company. I enjoy the variety of challenges that arise with those qualifications. I am a detail – oriented and organized person and I enjoy streamlining team productivity. I adapt quickly to changing demands. I follow newly developing technologies closely and enjoy adding advanced knowledge to my repertoire.

Languages

- English conversation and written communications
- German conversation and written communications
- Some Spanish

References

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