

Keith Thelen

200 East Forest Avenue • Mora, Minnesota 55051
phone: (320) 679-5575 • email: kthelen@kanabec.net

OBJECTIVES

To work for and with an organization that can benefit from my wide variety of skills and experience.

Scenarios I would be particularly interested in working for (and especially useful to):

- * a small but growing organization with 15-75 employees and a desire to take their IT and telecommunications capabilities "to the next level"
- * a school, library, nonprofit, or government organization that offers (or wishes to offer) technology access to the public
- * an organization involved in printing and/or advertising, such as an ad agency, commercial printer, newspaper/magazine/catalog, or what-have-you
- * an organization which is running (or wishes to run) *NIX, MacOS, or some other "alternative" operating system(s) on its servers and/or desktops

HISTORY

Owner / Head Technician, Kanabec Systems - Mora, MN and surrounding area

Started: 2000 -- Ended: n/a

My small business, which grew up from humble beginnings in a garage to being a fixture in the community. Well-known throughout the region for quality, and well-liked to boot!

- * Built and managed all aspects of the business
- * Did carry-in service for residential customers, and on-site service for businesses
- * Sold, installed, and repaired Macs, PCs, servers, LANs and WANs, etc. etc. etc.
- * Designed and installed VoIP systems, especially with Asterisk - was a Digium Authorized Reseller
- * Business customers spanned a variety of industries; too numerous to list
- * Maintained a near-perfect customer satisfaction record - of the hundreds of products I built and/or sold, less than ten were returned due to defects or other problems

Products I sold, serviced, supported, and/or used regularly (nowhere near an exhaustive list):

- * Desktops/Portables: Mostly HP/Compaq and Apple; also Dell, IBM/Lenovo, Gateway, and others
- * Servers: HP/Compaq (mostly Intels and a few Alphas), Apple, Dell, IBM (Intel and some Power), Sun (some SPARCs, a few Intels), and a couple of SGIs, among others
- * Network Hardware: HP (switches), Cisco (switches, wireless gear, some routers), Intel (wireless gear), Nortel (switches), Netopia (DSL CPN and DSLAMs), oodles of consumer gear, others I can't recall
- * Telecom: Digium (used Asterisk every which way), Cisco (almost all SIP), AT&T/Lucent/Avaya, Polycom, Carrier Access, AdTran, yadda yadda. Handled lots of PBXes (various makes), and all things VoIP.
- * Printers: HP (inkjets, B/W and color lasers, wide-format, plotters, JetDirects), IBM/Lexmark (lasers), Tektronix/Xerox (lasers), copiers, "specialty stuff", etc. etc. - whatever the customer had around!
- * OSes: MacOS (6.0 - 10.5, ASIP, Server 10.x), Windows (3.x - 7, Server 2000 - 2008), Solaris (8 - 10), Linux (SuSE, Red Hat, Debian, and the rest - various architectures). Also have varying levels of experience with AIX, A/UX, the various BSDs, IRIX, NetWare, Newton, OpenVMS, OS/2, PalmOS, etc.
- * Desktop Applications: Microsoft Office, OpenOffice, Firefox, Thunderbird, Outlook, the Adobe suite, QuarkXPress, most every Apple application known to man, QuickBooks (client/server and basic operations), dozens of others that presently escape me... and plenty of industry-specific stuff as well (just ask!)
- * Open Source: More names than you can shake a stick at. Apache, Mailman, MySQL, OpenLDAP, Perl, PHP, Samba, Sendmail, Squid, and countless others, in addition to those mentioned elsewhere.
- * Other Hardware: Countless pieces of specialty hardware - from POS gear and audio equipment, to huge LED matrix displays and digital video cameras - pretty much anything that came along.

After a strange turn of events that left me owning a small duplicator press, I started a second company (Lakeshore Printing & Design) which I owned/ran during 2006-07 and later sold. Among other things, this gave me plenty of opportunity to hone my graphics and Web design skills.

Broadcast Engineer, Mora Public Schools - Mora, MN

Started: 2007 -- Ended: 2009

I returned to my alma mater to build out their newly-granted radio and TV outlets. Despite their tiny budget, I was still able to leave them better-equipped than any other local station.

- * Assisted in planning and paperwork, research, producing engineering exhibits, etc.
- * Specified, purchased, and installed all equipment
- * Chose transmitter site and coordinated the building process
- * Implemented a wide array of commercial and open-source software (along with many custom scripts) to form a complete audio production and layout system, as well as a video automation system
- * Constructed three complete and interconnected studios, one of which was located across town

Because the school was short-handed at first, I also ended up doing the following:

- * Provided initial training and assistance with production and programming (including creating two music formats, and a complete set of video graphics, from scratch!)
- * Made oodles of voiceovers, and even did a few airshifts and other on-air appearances, to help 'fill the gaps' during their first few months
- * Took part in launching the stations' underwriting program - set up inventory and traffic; provided training; assisted in initial contacts with key prospects

Technology Coordinator, Warehouse 214 (formerly Lone Pine) - Mora/Stacy/Sandstone, MN
 Started: 2000 -- Ended: 2009

A nonprofit organization. One of my first customers, which turned into a job in its own right. I worked exclusively in the Youth Services department, and was charged with providing technology to teenagers.

- * Designed and built Kidsnet, a WAN which provided all of our youth centers with access to a group of servers running SuSE, Solaris, and (under VMware) Windows Server
- * Put together said group of servers (total of 8), which provided patrons with single-signon service, a caching/filtering Web proxy, central file storage (on a 14-drive SCSI RAID totaling 1TB), groupware-type applications, personal Web space/blogs, etc.
- * Built and perfected several kid-friendly computer labs, some of which featured Macintosh-based "Creation Stations" for working with graphics, audio, and/or video
- * Implemented LTSP (the Linux Terminal Server Project), allowing us to use cheap, "disposable" old PCs as full-featured lab terminals (a huge money/maintenance saver!)
- * Implemented the Asterisk PBX to provide system-wide voice communications over IP and TDM, as well as access to various Kidsnet services by phone
- * Built and implemented a large number of custom applications, such as a membership card system (Perl + proprietary hardware + electrically-controlled turnstiles + vending machines, payphones, etc.) and an organization-wide "virtual jukebox" (PHP/MySQL + streaming + lots of big audio equipment + BetaBrite signs)
- * Created the organization's logo, many print designs, "look/feel" specifications, Web site (Drupal with custom graphics and stylesheets), etc. Also, coordinated their social networking-related efforts - led to a professional, consistent and effective presence on Facebook, MySpace, Twitter, YouTube, etc.
- * Assisted in designing and executing many special events and fundraisers. In particular, I created the advertising materials (print, Web, etc.) for all such recent events.
- * Received several awards for my work over the years (five, to be exact) - including the Kohls Corporation's national Kids That Care award in 2003
- * Did nearly all of the above for free (billed four of my weeks there, volunteered for the rest); also donated more than 1/3 of the equipment presently in use

NOTES

Having spent the past decade as an IT consultant, I've worked with many dozens of small and medium businesses. Because of this, I've seen - and fixed - just about every strange technical problem you can think of.

This experience has also made me highly resourceful and thrifty. I constantly come up with new ways to make every purchase 'good to the last drop', which has always been welcomed by the cash-strapped customers on my list (and there are plenty!).

More generally, I am entirely self-taught, very self-motivated, and quick to obtain a working knowledge of new things. I take ownership of my work, and don't settle for putting things together half-way. And I don't mind wearing several hats if need be - in fact, I enjoy the variety.

I can communicate effectively, both verbally and in writing. I strive to be honest in my work, and to act in the best interest of my clients at all times. And I have rarely hesitated to go the extra mile for my clients, regardless of personal expense.

REFERENCES

Available upon request