

Keith Thelen

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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 involved in broadcasting or media creation/distribution, with need to integrate and manage its audio, video, IT, and telecom resources in a coordinated fashion
- * 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 playout 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