

# Curriculum Vitae - Andrew Shugg

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## Personal Particulars

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Currently I hold a valid "class A" driver's license (WA), a valid Australian passport, and Australian citizenship.

## Knowledge and Skills Summary

*Computer Systems* - I have been using and involved in the maintenance and running of a variety of multi-user, multi-tasking and networked computer systems since 1987, including the Intel, Sun Sparc, Hewlett-Packard, Digital (DEC) Alpha, PowerPC, Motorola and ICL platforms and architectures.

As a systems and network administrator, my "administrative experience" skills include the following: able to install and configure the OS; able to implement and manage a backup and restore system; manage third-party software; maintain user accounts, profiles and policies; managing networked facilities (such as printers and shared file areas); monitoring system security and network integrity for technical audit; plan for disaster recovery.

- UNIX: extensive administrative experience with many UNIX or Unix-like operating systems: Solaris (2.4 to 8), GNU/Linux, HP-UX (9 to 11.0), SunOS 4.x, Ultrix/Digital Unix, 4.4BSD derivatives (OpenBSD, NetBSD), and Apple's Mac OS X; some experience with other flavours of UNIX such as Compaq TRU64, IRIX, AIX, SCO
- Applications and services: extensive experience with OS services such as NIS/YP, printing (BSD & SYSV), LDAP, PAM; applications such as Oracle v7 & v8, SAP v3 & v4, Veritas Volume Manager, HP OpenView & Measureware, Solstice products (DiskSuite, Backup, AdminSuite), HP JetAdmin printer management
- Networking: TCP/IP, IP network firewalling (Firewall-1, ipchains, iptables, ipf, pf), Ethernet, LAN/WAN routing, network design, shared services with NFS, CIFS, SMB & Samba, Netware & IPX, AppleTalk & AppleShare
- Windows: administrative experience with all versions of Microsoft Windows from 3.0 through ME and NT 4.0 and 2000 (including the multi-user derivate Tektronix WinDD product, now Citrix Metaframe)
- Internet technologies: significant administrative experience with Internet protocol servers, with various routing, HTTP/HTTPS (web server, proxy cache), SOCKS, DNS, SMTP, POP/IMAP, FTP, DHCP implementations
- System integration (server & desktop): inter-networking heterogeneous groups of systems (including various UNIX, Mac OS, and Windows 9x/NT/2000 platforms) for Internet and local network/intranet environments
- Troubleshooting: a very strong background in hardware, software and OS problem identification and solving
- Hardware: significant technical experience with computer hardware since 1992; repair, maintenance and upgrade existing systems, designing and building customised servers and workstations (PC, Sun, HP, Apple)
- Programming: significant experience with Perl, the Bourne and Korn shells and the sed and awk scripting languages; experience in with C, C++, Java, Python, Delphi, Pascal and 80x86 assembly

*Communications* - excellent written and verbal communications skills. Experience in running training classes, technical presentations, and general public speaking. Familiar with methods and standards of technical documentation, capacity planning, system architecture and disaster recovery planning. A strong background in professional documentation techniques, including SGML, LaTeX, XML and HTML.

*Foreign Languages* - Five years' education in written and spoken French. I have performed some written translations as part of my work, and am very interested in remaining verbally fluent in the language.

## IT Industry Experience

1995-2002 KAAD Consultants  
UNIX / Internet Consultant

- Various contracts, short-term (2-4 weeks) and long-term (3-6 months) including UNIX system administration, network installation, web-site development, web application and software development, firewall management. Recent clients include Terminus Network Services, KAZ Systems, ERG Group, GESB, GE Capital ITS.

1999–2000 GE Capital IT Solutions/CSC ITS/CSC

UNIX Systems and Networks Administrator

- Provided Unix facilities management for client (AlintaGas) as part of a team providing 24x7 support for about 20 enterprise Sun Unix servers running Solaris 2.5.1, 2.6 and 7 in two separate data centres
- Involved in technical documentation and disaster recovery planning, user administration, maintaining NIS maps, Solaris server installation and configuration, Samba and NFS configuration, Veritas Volume Manager and Solstice DiskSuite, Solstice Backup (Legato Networker), Netscape Proxy Server, tracking and installing vendor patches, tracking service placed calls with vendors, assisting vendor support staff with on-site maintenance

1997–1998 Informed Technology

Consultant / User Support / System Administrator

- Providing user support via e-mail and telephone to clients of the ISP
- Providing on-site network & computer consultancy for small-office clients

1998 Geography Department, UWA

Technical Support Officer

- Part-time technical position supporting the only full-time I.T. support staff member
- Troubleshooting, repairing and upgrading system software, Windows NT and Apple Macintosh workstations

1996–1998 Computing Services Department (UCS), UWA

Student Support Officer

- Work with small team providing level 1 support to the users of the general purpose student Internet server (up to 8,000 active users on the system)
- Running training sessions to introduce new users to the service
- Maintaining policy and support documentation on the student Web site

1997 (contract) Government Employees' Superannuation Board

Windows NT Systems Administrator

- Intensive administration of newly-implemented Windows NT 4.0 server and Tektronix WinDD 3.0 server in a very new production environment (unstable and volatile); made extensive modifications to initial installation to promote security and provide a consistent working environment across all platforms

1996–1997 (contract) Government Employees' Superannuation Board

User Support Officer

- Initial configuration, install, audit and implementation of over 100 Windows 95 workstations for desktop roll-out
- Logging Help Desk calls into problem-tracking system, liaising with User Support and Infrastructure Support staff, troubleshooting problems, reporting to management, following up reported problems with end-users, maintaining relevant policy and procedural documentation as required by the department

1995–1997 (contract) Government Employees' Superannuation Board

Tape Backup Officer

- Running and monitoring nightly database backups, maintaining relevant documentation, transporting tapes, liaising with system admin and database admin staff

1994 (informal appointment) Insight Business Systems

PC Technician

- Installation, configuration of Novell Netware servers and Windows workstations in small office and school LAN environments and implementation of Windows desktop security

1993–1994 (informal appointment) All Saints' College

Assistant Systems Administrator (Computing Department)

- Administered 100-user Novell Server 3.11 with a Windows 3.11 LAN, trained next assistant administrator

