

MARTI BUHROW

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Technical Writer

To combine my knowledge of IT concepts and technology with my flair for organization and love of written language.

ABILITIES

- Exhaustive experience explaining inner workings of Unix (RedHat, Solaris, and BSD) and Windows Server file storage, account management, database, print server and email technologies and best practices
 - Experienced in designing and developing copy for Wiki and Plone implementations, from the ground up
 - Extensive Microsoft Office application support and power user experience, including Powerpoint
 - Basic Java and C++ and shell script programming knowledge and ability to read and understand source code
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WORK EXPERIENCE

Support Center Lead, *Information Technology Services Division, University of California Santa Cruz, 2004-5, 2006 – present*

- Instrumental in development of Help Desk and Support Center role in reorganization of ITS Division
- Organized and developed copy for the Division's Wiki and Plone documentation and collaboration tools, providing both detailed support procedures and technical overviews of enterprise technology at UCSC such as email, Unix timeshare systems, file systems
- Supervised drafting of software configuration instructions and technical bulletins
- Wrote FAQs and alerts daily to Support Center staff with system status updates and procedural changes and frequently initiated and helped draft campus- and division-wide communications
- Contributed to drafts of UCSC Service Level Agreements and Operational Level Agreements for both CruzMail and CruzNet
- Participated in drafting Request For Proposals for mail service stabilization project
- Supervised 2 UCSC student employees. (Interim) Supervisor of two CRS IP's (becomes official October 12, 2007)
- Participated in ITS project management training course

System/Network Administrator, *Lick Observatory, University of California Santa Cruz, 2001 - 2004*

- Researched industry trade group forums and interviewed system administrators outside UCSC to obtain an objective and real-life understanding of email policies and best practices, and SendMail configuration standards and options
- Determined specifications, installed and configured a CUPS print server for a multi-platform (Linux, Solaris, Windows and Macintosh 9.x/10) environment, and developed useful, concise documentation on how to use it
- Managed Windows NT Primary Domain Controller running SunLink PC on Solaris
- Migrated the domain to a native Windows 2000 Server environment, and upgraded Backup Domain Controllers, scheduling and planning each step of the project to assure reliability and redundancy
- Configured host entries on DHCP server, Apache virtual domains, .htaccess files, server-side includes, global defaults, etc

Desktop Support Coordinator, *Natural Sciences Division, University of California Santa Cruz, 2000 - 2001*

- Macintosh, Windows and Linux hardware and software support, network troubleshooting
- Troubleshot software and hardware interfaces for everything from spectrum analyzers to microscopes

Software License Coordinator, *Communication and Technology Services (CATS), UC Santa Cruz, California, 1997 - 1999.*

- Drafted campus-wide correspondence, newsletters and documentation regarding software use and policies for hundreds of managers and coordinators via HTML, print, and email.
 - Devised new forms for tracking purchasing requests, software purchases, user accounts, and university graduate application materials.
 - Developed and Maintained relational databases using FileMaker Pro, for inventory, purchasing, and billing, scripts, queries, macros, etc.
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EDUCATION

University of California, Santa Cruz, B.A., English and American literature.

University of California, Santa Cruz Extension, Technical Writing Certificate in Progress, including Programming for Technical Writers.

Cabrillo College, C++ programming, Personal computer hardware installation, configuration and maintenance, and HTML production.