

CHRISTOPHER A. WEUVE

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Profile

Information technology professional with eight years experience in system administration and software and hardware technical support, including training and leadership responsibilities. Specific areas of expertise include:

- TCP/IP and related protocols
- MacOS, Win95, WinNT, and Unix
- HTML and related technologies
- Database design and implementation, including Filemaker Pro, FoxPro, and 4D
- MDL MARS and Remedy ARS certified

Professional Experience

Next Century Golf

(1998-current)

Vice President/Chief Technology Officer

Chief Technologist for startup company seeking to computerize golf reservations over the Internet. Responsible for overseeing all technical issues, including research, software and hardware selection, database design, and system operation.

Ascend Communications

(1997-1998)

Quality Engineer/Technical Support Liaison

Liaison between Ascend Technical Assistance Center (TAC) and local client software developers for technical, training, and procedural issues. Senior software tester, responsible for testing procedures and operations.

- Created support and training materials for Ascend TAC, including FAQs.
- Tested installation and functionality of Ascend software on Macintosh, Windows NT, and Windows 95 platforms. Tested interaction with Ascend hardware.
- Created testplans and procedures documents for testing and tech support issues.
- Proposed, developed, and administered departmental databases and FTP server.
- Administered mission-critical bug tracking database, using Seapine's TestTrack.
- Coordinated with Publications department regarding documentation issues.

InterCon Systems Corporation

(1994-1997)

Technical Engineer/Assistant Technical Support Manager

Interim Manager/Senior Technical Support Engineer

Technical Support Engineer

Interviewed, hired, scheduled and supervised technical support staff of ten tech support engineers. Trained new engineers in the fundamentals of TCP/IP and related protocols, customer service, problem solving, and other related skills.

- Provided stability during a time of rapid internal change and high turnover, leading to increased personnel retention.
- Team leader for consumer products support team.
- Performed customer support for InterCon and ancillary TCP/IP software, on Macintosh, Windows, and Unix platforms.
- Proposed, specified, implemented and administered mission-critical databases for departmental and company-wide use, including Remedy's ARS.
- Administered departmental file servers and tech support section of FTP server.
- Liaison to Engineering, Quality Assurance, and Sales departments. Resolved software quality, technical support, and customer service issues.
- Advised Publications department in the preparation of documentation. Reviewed documentation and technical sections of website for accuracy and readability.

Professional Experience (continued)**Micro Dynamics, Limited****(1993-1994)***Technical Support Representative*

Performed remote and on-site client support for Micro Dynamics' Multi-user Archival and Retrieval System (MARS) software and hardware.

- Administered internal network, dial-in, file, email, and MARS services.
- Proposed, implemented and administered new customer service database.
- Wrote documentation describing special systems administration procedures.

Fidia Pharmaceuticals Corporation**(1992-1993)***Documentation Assistant*

Prepared regulatory documentation for clinical trial use and submission to the US Food and Drug Administration. Librarian for Regulatory Affairs department.

- Proposed, created and implemented system archival and distribution for scientific and regulatory documents, submissions, and correspondence.
- Researched vendors, methods, and regulatory issues for submission of a Computer Assisted New Drug Application.
- MARS system administrator. Managed all facets of vendor selection, system customization, implementation, and user training.

USPS Office of Olympic Marketing**(1991-1992)***Systems Administrator*

Provided hardware and software support for office of about 20 people, including administration of network, file, and email services.

- Proposed, designed and implemented several mission-critical databases.
- Actually spoke to Olympic skater Tonya Harding.

Office of the Secretary of Defense [ODUSD/SP]**(1989)***Intern, Psychological Operations Directorate*

Clearance: SECRET

Selected Professional Coursework

Windows NT Workstation and Server Administration (Learning Tree, 1998)

Systematic Software Testing & Automated Test Suites (SQE, 1998)

MaxTNT Technical Training (Ascend, 1997)

QualityWorks Foundations & QualityWorks Intermediate (Segue, 1997)

MAX/Pipeline Technical Training (Ascend, 1997)

Administering the Action Request System from Windows (Remedy, 1996)

Relational Database Analysis and Design (NVCC, 1995)

Understanding TCP/IP (Data-Tech, 1994)

MARS Advanced Systems Concepts (MDL, 1993)

Beginning FoxPro (PCLC, 1992)

Technical Networking Seminar & Macintosh in the Enterprise Network (Falcon, 1992)

Education**University of Maryland, College Park****(1988-1990)***Public Management Program (National Security Studies)***University of Iowa****(1988)***Bachelor of Arts (Political Science, History)***Awards, Honors, & Societies**

Member, IEEE Computer Society, United States Naval Institute, World Future Society

President, McNair Farms West Section II Homeowners Association

USPS Communications Recognition Day and Pride in Performance awards

Executive Board Member, Crystal City Jaycees (1992 - 1993)