



PABLO N. WARHOLA

IT and Service Delivery

pablo.warhola@gmail.com

(720) 262 - 3852

objective

I'm seeking a position as a Unix System and Applications Administrator in Thornton, Colorado. I am currently employed at IBM as a mainframe operator in their 24x7 Global Command Center located in Boulder.

skills

- Experience with large-scale network monitoring and reporting
- Excellent at troubleshooting complex system and software problems in a service delivery environment on multiple platforms
- Proficient with command line tools on multiple platforms
- Experience with problem ticketing systems and emergency escalation tools
- Basic understanding of web technologies such as PHP, Javascript, MySQL, and xHTML and internet-based applications

experience

IBM

Mainframe Operator

Boulder, CO Feb. '10 - Present

- Provide operational support to over twenty mainframe systems used by ten of IBM's large shared accounts
- Work directly with IBM engineers to support customer technical leads and to implement solutions
- Ensure problems are resolved in an urgent and timely manner
- Remotely troubleshoot problems in a global services environment
- Experience with disaster recovery testing operations

University of Colorado Denver

Web Developer

Denver, CO Jan. '08 - Dec. '08

- Coded a custom website in PHP and SQL for the school's internship department
- Created a database of internship providers for student access
- Integrated the department's system with a national database

experience cont'd

Boys and Girls Club of Metro Denver

Network Technician

Denver, CO Jan. '08 - Jun. '08

- Helped the network administrator monitor and maintain eight servers and several hundred Windows NT workstations across metro Denver
- Diagnosed hardware, software, and network problems
- Physically installed new hardware
- Inspected and diagnosed physical network wiring and routers

Sun Microsystems

Remote Network Support

Broomfield, CO Jun. '00 - Mar. '01

- Offered system support to over twenty enterprise-level UNIX servers
- Detected hardware and software problems using a variety of Sun tools in a Solaris environment
- Drove problem resolution through Sun's engineering chain
- Worked directly with client network administrators to ensure 24/7 uptime and service delivery

OppenheimerFunds

Network Technician

Englewood, CO Nov. '98 - May '00

- Resolved a wide variety of hardware, software, and network problems
- Replaced numerous types of physical hardware
- Set up user accounts, shared drives, and software for Windows NT workstations
- Assisted with data backup to server for user profiles

education

University of Colorado Denver

Denver, CO Aug. '04 - Dec. '08

- Bachelor of Arts, English Writing - 2008

Aurora Community College

Aurora, CO Aug. '98 - Jun. '00

- Associates of Applied Science, Computer Information Systems - 2000