

## Robert J. Nagle

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### Education

- B.A. in English, Trinity University (1988)
- Master's degree in Creative Writing, Johns Hopkins University (1989)
- Graduate Courses in Instructional System Design, UT-Austin, (2000-2001)
- Conferences: Hypertext (2000), Usability (2000), Presenting Data & Information (2002)
- Courses: MS Access, Excel, Power Point, Intro to C++,XML, Unix, Business Data Communications

### Jobs

- **Training Specialist**, Dell Computers, Austin, Texas (2000-2001)
- **Editorial Assistant**, Scientific Publications, M.D. Anderson Cancer Center, Houston, Texas (1999)
- **Database Administration**, Contract, Houston City Personnel, (1999)
- **University Lecturer**, U.S. Peace Corps & Soros Foundation, Albania & Ukraine (1995-8)

### Experience by Industry (Overlapping)

- Health Care (1.5 years)
- Education (4)
- Financial/Mortgage (1)
- Nonprofit (4)
- Government (3)
- IT (2)
- Retail (5)

### Certifications

- Linux LPI, Level One (2002)
- A+ PC Service Technician (1999)
- Network+ (2000)
- CIW Foundations (2002)

### Customer Service

- Gave Seminars on customer service at a business college overseas
- Did telephone consultations with clients for a nonprofit company (1991-5)
- Worked at a retail business with high customer contact while attending school (1985-1990)

### Operating Systems

- **Linux** :2.5 years active use on my home system
- **Win 9x**: 4 years; expert
- **Windows 2000 Pro**: 2 years (1 year active use)
- **Windows 2000 Advanced Server**: novice
- **Unix**: 2 community college courses

### Networking

- Configured domains, IP addresses, DNS service and remote monitoring for two websites
- Used Samba shares to allow Win 2000 machines to share information with Linux server
- Set up SSH, NFS, CVS and Apache web server
- Set up router and security rules for a home LAN
- Network + Certification

### System Administration

- Created partitioning schemes for dual booting and triple booting systems
- Wrote simple bash scripts to automate backup in Linux
- Used Windows Backup utility for automated backup
- Managed web server for a department web site
- Permissions/Access Control: Linux (*expert*), Win2000 (*intermediate*)
- Managed users and user environments
- Languages: HTML, XML, SQL, PHP, BASH

### Hardware:

- Built two systems from scratch
- Solved HW problems with printers, CD Writers & other peripherals
- Certification: A+ PC Service Technician
- Worked on projects demanding in-depth knowledge of hardware configuration and testing (while at Dell)

### Databases/Content Management:

- Deployed several web applications on Apache using MySQL database backend
- Wrote documentation for a MS SQL Server-backed java application
- Designed a simple Access Database for a small medical office
- Deployed php-based postnuke CMS and will soon be deploying python-based zope CMS

### Application Support

- I've solved user installation and configuration problems with standard business applications and several industry-specific applications.