

# John Mark Schofield

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## OBJECTIVE

To continue to challenge and improve my technical and management abilities while working on projects I care about passionately.

## SUMMARY OF QUALIFICATIONS

- Proven ability to teach myself new technologies, going from zero to subject-matter expert without mentoring or outside instruction
- Very strong management ability, including repeated success at repairing poorly-functioning departments
- Very strong verbal and written communications skills, including the ability to communicate complicated issues to both technical and non-technical audiences
- Deep knowledge of the Debian family of Linux distributions (especially Ubuntu), including repository management and package creation

## SKILLS

- Linux system administration (Ubuntu, Debian, Red Hat)
- Apple OS X (10.1 through 10.5) and OS 9
- Windows 2008 Server and previous versions
- BASH and Python scripting (Strong with regular expressions)
- Subversion, CVS, and Git version-control software
- Networking protocols, including TCP/IP, UDP, ICMP, DNS, DHCP, and NAT, as well as SSH
- Juniper Netscreen, Radware Linkproof, Sonicwall, Cisco firewalls and routers
- SAN and NAS storage devices using RAID, fibrechannel, gigabit Ethernet, including Xitech Magnitude and Eonstore
- Server co-location issues
- Administrating Apache HTTP Server, FogBugz, MediaBank, MediaWiki, Postfix, Subversion and WordPress
- HIPAA- and GPL-related legal issues

## EXPERIENCE

### 2005 – Present: Director of Information Technology, Dakim

Dakim ([www.dakim.com](http://www.dakim.com)) produces several Linux-based touch-screen computers used to provide brain fitness exercises to seniors worried about developing Alzheimer's Disease and those suffering from the early stages of AD.

I supervise the Internal IT, QA, and Technical Support departments and manage software development efforts for a team of seven developers working on Dakim's primary products, the Community device (for sale to assisted-living facilities) and the Home device (for sale to individuals). I selected, championed, and implemented many process improvements at Dakim, including setting up a bug-tracking system, version control, and a wiki and blog system for internal documentation and status updates.

I perform all system administration tasks across a network of hundreds of Dakim devices and a dozen Dakim servers. I created a stripped-down version of Ubuntu Linux and designed and implemented a software- and content-update mechanism based on rsync and Debian's DEB package management system. The system provides seamless unattended updates for an installed base of hundreds of devices across the United States. All units need to operate on (sometimes poorly configured) client networks while requiring minimal or no client configuration changes.

Hardware for the Dakim devices is also my responsibility, including selecting manufacturers, evaluating hardware platforms, diagnosing design issues (air flow and temperature issues, stability, etc.), and training repair technicians.

Working directly with the General Counsel, I evaluate technical portions of contracts with clients and vendors, and write drafts of technically-relevant sections of Dakim contracts.

I created an inexpensive, redundant, geographically distributed web-hosting solution with failover for Dakim's web presence.

In addition, I designed the curriculum for and taught a weekly command-line Linux class to Dakim employees.

### **2003 – 2005: Vice President for Information Technology, The Icon**

The Icon ([www.iconla.com](http://www.iconla.com)) is a high-touch photo lab and retouching house, with clients including Cosmo, Travel & Leisure, Playboy, LA Times Magazine, and a majority of the high-end photographers working out of Los Angeles.

I was hired to rebuild a non-functioning IT department at The Icon, replacing most of the existing staff and replacing or repairing broken or missing vital infrastructure. I implemented a full backup solution for the multiple terabytes of data The Icon processed monthly, implemented training procedures for retouching and production staff, added file servers, and streamlined retouching and production workflows. I closed gaping security holes in FTP and web servers and rewrote procedures to eliminate shared passwords, weak password choices, and other major security issues. I increased on-site RAID-protected storage from 3 to 15 terabytes, and implemented on-site data protection and safety changes, including adding fire detection and suppression equipment to the server room, and managing a project to increase air conditioning capacity and repair incorrectly installed air conditioning systems in the server room.

During this time I also replaced the existing DSL Internet connection with redundant T1 and microwave wireless connections, with failover and load balancing provided by a Radware Linkproof, and collaborated with The Icon's subsidiary, The Bridge ([www.thebridgeco.com](http://www.thebridgeco.com)) to streamline workflow and eliminate problems in their mobile van-based digital capture service.

### **2000 – 2003: Digital Media Technology Consultant, JPR Engineering**

JPR Engineering specialized in providing Macintosh, Windows, and Linux/Unix consulting to demanding clients in digital media, including animation, catalog production, photography, pre-press, publishing, and video production and editing.

I installed and maintained high-end Macintosh graphics workstations and networks, and optimized systems for digital video and photo-retouching operations. (At one time JPR sold the fastest "souped up" Macintosh systems available anywhere, with RAID 0 boot drives, separate 10k RPM drives for Photoshop swap storage, and other optimizations for clients trying to push the envelope in digital media production.) I diagnosed and repaired every variety of hardware and software failure on Macintosh and PC desktop machines and servers, and wrote documentation and promotional materials.

I created and implemented benchmark tests to evaluate new hardware and new optimization techniques.

In addition to setting up VPNs, firewalls, and routers, I performed network maintenance and troubleshooting. I trained clients and JPR employees in Internet usage, general office applications (Excel, Word, PowerPoint), basic and advanced Windows and Macintosh skills, and diagnosis and repair of software and hardware issues.

### **1998 – 2000: Director of Technology, CorpWorks, Inc.**

CorpWorks ([corpworks.com](http://corpworks.com)) is a custom printing company, specializing in litigation copying, short-run print jobs, variable data (mail merge) printing, oversize printing and lamination, and data normalization.

I created a technical training curriculum used throughout the company. I designed and maintained a 20-station network, including Windows 98, Macintosh, Unix, and Windows NT systems. I oversaw the implementation of new technologies, including variable data printing, oversize poster printing, and four-color digital direct-to-plate systems. At CorpWorks I managed all aspects of technology growth, from creating specification documents to purchasing, installing, writing documentation and creating training programs. In addition, I managed day-to-day computer operations, making sure jobs were done correctly and on-deadline for clients such as Virgin Megastore, CB Richard Ellis, Universal Music and Coca Cola Bottling Co.

### **EDUCATION:**

1992-1993: Los Angeles Pierce College, Woodland Hills, Calif. Journalism major. 3.87 GPA.

1990-1991: California State University, Northridge, Calif. Computer Science major.

### **TRAINING:**

2003: Apple Certified Technical Coordinator (ACTC).

2000: Certified Macintosh Technician. Certified to perform warranty repairs on iMacs, G4s, and older Macintosh systems. Also trained (but not certified) in Apple Laserwriter printers and Apple laptops.

### **PERSONAL INTERESTS:**

International travel (I have traveled extensively in most of Western Europe, Mexico, and Guatemala), foreign languages (I speak some Danish and relatively fluent Spanish), hiking and backpacking, Martial Arts (Kali, Wing Chun, boxing, Krav Maga), community theater (I was Managing Director and stage-managed many productions for Zoo District, a Los Angeles-based non-profit theater company.), and photography.