

## ***Michael Raymond O'Brien***

16604 Accolon Ct., Dumfries, VA 22026 (202) 939-2220  
mobrien@OBrienConsulting.com

### **1998 – Present    *Carnegie Endowment for International Peace. Director of Information Technology.***

Established the Carnegie Endowment's IT department. Managing the massive growth in budget, equipment, and IT personnel, helped provide the foundation for the Endowment to grow in size and influence. Supervising a network manager, database manager and help desk specialist, the Endowment grew from two to eleven servers while keeping server up-time at 99.87% (over the past three years). In response to my strategic skills and the resulting productivity gains, the Endowment promoted me from a manager to a director, and increased my salary over 35% in a two-year period.

Consolidated over ten separate databases into one Customer Relationship Management (CRM) database -- and then integrated this system with e-mail and fax systems. As a result, the Endowment has been able to extend its reach to a much broader audience with thousands of e-mails and over 200,000 faxes.

Helped double web traffic by redesigning web site (www.ceip.org). Transformed the site from a flat-file structure to a form-based SQL system, enabling Endowment staff to post information to the web site with minimal training and effort. This system helps ensure consistency and branding between pages, and allows for dynamic sorting of documents. Also created the Endowment's Intranet site.

Enhanced communication between Endowment staff and IT by forming the IT Advisory Group (ITAG) made up of staff members representing different constituencies in the Endowment. The ITAG allows staff members to bring ideas, comments and concerns to IT, and allows IT to brief staff on latest initiatives. This group helps in drafting budgets, setting priorities, and developing policies.

Developed and maintain a comprehensive security strategy. This includes technical solutions, physical security, and enforcing internal policies (such as our Acceptable Use policy). It also includes redundancy of key systems and doing multiple backups per day. Largely because of these policies, we have never had an unauthorized break-in or catastrophic breakdown.

Transformed several paper processes to digital processes. Developed a conference room reservation system that automatically generates contracts and customer billing. Developed a resume-tracking program that allows HR to easily print response letters, as well as track applicant statistics.

Increased our staff's computer proficiency by developing training classes for e-mail use, InterAction, Lotus Organizer, Symantec Act, Advanced Word, and Internet Search Engines. I wrote a manual for each class and am lead trainer.

Systems that I initialized and currently administer include Windows NT Server 4.0, Windows 2000, ADP (HR and payroll), BlackBaud (accounting), CEIP web site (IIS with SQL and ASP), InterAction (SQL-based CRM database), RightFax (fax server), NTMail (IMAP, SMTP), GLCom (listserv), Domino (LDAP, web applications), Norton Anti-Virus Corporate Edition, Intel LANDesk, Veritas Backup Exec, Alcatel Fort Knox Policy Router (firewall), Track-It! (help desk tracking software), Act (contact database), WebTrends (web log analyzer), etc. (Have also managed Lotus Domino and Microsoft Exchange for e-mail.)

**1990 – 1998**     ***U.S. Department Of Agriculture, Rural Development. Computer Specialist.***

Developed and implemented Agency's first Intranet. The Intranet has 24 different applications including on-line forms, threaded discussion groups, document libraries, site-licensed software downloads and on-line training. Site receives thousands of user sessions a day.

As the system administrator for thirteen UNIX servers, developed a set of fifteen shell scripts for common tasks that were adopted agency-wide (e.g. a loop to kill all print jobs for a particular printer).

Earned a \$1,500 cash award for successfully developing division-wide Local Area Network using Windows NT Server. This Windows NT LAN is compatible with agency's legacy systems (3270 emulation, NFS to mount non-NT devices, etc.). The ability to integrate the old with the new made it a model system for an entire Agency upgrade.

Awarded Quality Step Increase for developing a highly effective office automation environment, and consistent outstanding performance appraisals.

Developed relational database for the Management Services Division to track all computer equipment purchases. This database application reduced the average procurement from seven months to two weeks.

Developed an Oracle database to track training taken by Agency employees. This database could be accessed by different divisions to add their updated information. Statistics could be calculated and printed by management.

**1996 – Present**     ***O'Brien Consulting Services, Founder. Only work on weeknights and weekends, does not conflict with current full-time job in any way. <http://www.OBrienConsulting.com>***

Developed web site for Slesinger Management Services ([www.slesingermanagement.com](http://www.slesingermanagement.com)). This is the website of a leading executive search firm that does recruiting for nonprofit organizations in the Washington, D.C. area.

Developed the Cold War International History Project (CWIHP) LAN and Web site (<http://cwihp.si.edu>). This Web site hosts hundreds of documents related to the Cold War. Awarded the CNN/Time ALLPOLITICS Site of the Day, History Channel Recommended Site, and Political Site of the Day, it was also a featured site on CNN's Cold War series' Web site.

Developed the Woodrow Wilson Center's Environmental Change and Security Project (ECSP) Web database (<http://ecsp.si.edu>). This site allows users to sort and search all past *Report* issues. It also hosts public and private threaded discussion groups.

Provide wide range of consulting including LAN design, telecommunications support, graphic design, web site creation, hardware/software troubleshooting, configuration and implementation.

**Education**     Bachelor of Arts, Magna Cum Laude. St. Edward's University. Austin, Texas.  
Major: Political Science; Graduated in 1990.

**Interests**     Choral singing, cycling, black & white photography, founder of community shelter.