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SHERMAN HANKE

Objective

To find a combination of Administration and Development using the Domino / Lotus Notes platform which will allow me to use the skill sets I have developed as well as gather more experience in web presentation. I am looking for a position that presents responsibility as well as the opportunity to grow and advance.

Platforms and Languages

Experience working with most Microsoft Windows platforms, Mac, Unix, OS2 and DOS

Experience with languages: Basic, C, LotusScript, JavaScript, HTML, Java, Compuset, Postscript, XML

Professional Experience

December, 1997 – April, 2002
Art Plus Technology - Boston, MA
Technical Consultant

System Administrator and Application Developer –
Domino and Lotus Notes

Responsibilities and Qualifications

- Five years experience installing, maintaining and administering Domino application and mail servers

- Management of security practices and guidelines resulted in NO Domino downtime for five years

- Responsible for Lotus Notes client software installation and support for new and existing users

- Responsible for designing and developing Notes databases based on business need

- Integral in all aspects of Notes application development from inception and design to QA and implementation with emphasis on identifying and analyzing the business requirements and presenting the most effective workflow possible

- Responsible for maintaining the company standing as an IBM Lotus Business Partner

- Responsible for maintaining all Domino/Notes version changes and application modifications

- Responsible for user training and problem solving for both in-house and third party applications

- Facilitated the migration from Outlook Mail and POP3 to bring SMTP services in-house both for the main office and the Milwaukee regional office

- Supported off-site users using HTTP access to servers and troubleshot dial-up and VPN access difficulties

- Responsible for third party software evaluation
- Assisted with any other systems and IT issues that arose, from networking to PC, MAC and printer repair
- Additionally responsible for the maintenance and administration of the company phone system using Lucent Legend phone equipment and a Unix based Intuity Audix voice mail system
- Maintained and organized RCN based toll free dial-up PIN system
- Responsible for arranging of company conference calls through AT&T and MCI hubs

Additional Experience	**1987–1997** **Danish Country Antique Furniture – Boston, MA** **Manager** Responsibilities included sales, inventory control, bookkeeping, customer service, purchased and installed computer system then developed and managed dBase accounting and inventory application **1985 – 1990** **Bromfield Street Educational Foundation** **Computer Support** Responsible for maintaining and supporting computer facilities for nonprofit newspaper **1976 – 2001** **Various Restaurants – Cambridge, MA & Boston, MA** **General Manager , Waiter, Bartender, Cook** 26 years performing all aspects of managing and operating restaurants including ordering, bookkeeping, marketing, employee training, staff management and customer service
Education	**Bachelor of Arts** *Clinical Psychology and Counseling Education* *University of South Carolina – 1979* **Application Development I and II rel. 4** **System Administration I rel. 4** **Implementing a Domino Infrastructure rel. 5** **Maintaining a Domino Server Infrastructure rel. 5** *Lotus Educational Services and certified agents thereof* *Cambridge, MA* **Introductory C** *Northeastern University* **Introductory Compuset** *Tom Lemaire, Art Plus Technology* **Visual Design Seminar** *Edward Tufte, author of "The Visual Display of Quantitative Information"*