

Joseph A. Hayden, JD

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EXPERIENCE:

Lieff Cabraser Heimann & Bernstein, San Francisco CA, Senior Systems Administrator (April 2007-Present)

- Broad range of support around-the-clock for 200 people in three offices in multiple time zones; high level end-user support and network administration, disaster recovery preparedness in busy Citrix/VMWare environment with client machines ranging from Windows XP, Vista and 7 to Macintosh Snow Leopard and Ipad platforms.
- Supporting three offices with Exchange/Active Directory, Office 2003, Matter-Centric Imanage aka Filesite administration, Avaya VOIP Phone programming and administration, SQL Elite and Equitrac, Deltaview, Iphone Supprt, Blackberry/BES server administration, Google Android, Adobe Acrobat Pro 9.
- Enterprise Manager, Ghostcast server, Datasafe/Backup Exec, Brightmail spam control, Wireless laptop support with fingerprint authentication, Audio-Visual communications/setups; laptop rollouts, image maintenance, DHCP/DNS/ISP issues.
- Intranet administration with , Wordpress and Adobe Creative Suite 4/Dreamweaver, Access database administration, training and support of all firm software including litigation support programs like Summation and LiveNote.
- Lexmark and HP computer and printer support; Canon copier/document sender/printer configuration and support with the use of printer scripts and in the Citrix environment both remotely and in-house.

Arnold & Porter, New York, NY, Systems Engineer/Information Technology Analyst (November 2005-April 2007)

- Extensive support in Lotus Notes, Office 2003 (Word, Excel, PowerPoint, Access) and I-Manage (Mailsite/Worksite), CMS, Ceridian, Cisco Phones, Accuroute, Acroprinter, DeltaView, Ceridian, LiveNote, CMS, Postini spam control.
- Blackberry, Treo, MDA and other Windows Mobile, Activesync; Citrix, VPN and wireless support
- Training attorneys and staff; audio-visual setups, videoconferencing, laptop rollouts, Ghosting, inventory
- Dell laptop, Compaq Desktop, Lexmark and HP printer support

Proskauer Rose, LLP, New York, NY, Senior Help Desk Analyst (March 2005-March 2006)

- Weekend support to attorneys and staff with Office 2003 with Exchange 2003 Server/Active Directory, Novel.
- Working with I-Manage/Interwoven/Mailsite; involved in major conversion from DocsOpen to I-Manage.; development of knowledge database. Dameware Remote Desktop; DTE, DeltaView Compare and other litigation support applications.
- Extensive Citrix server/client support and Blackberry Enterprise Server/device support; laptop rollouts.

Jacobson Consulting Applications, New York, NY, Senior System Manager (November 2004-October 2005)

- Supervised, on-site client support at numerous non-profit organizations including **New York University School of Medicine, Partnership for the Homeless, New York AIDS Coalition** and **French Institute/Alliance Française**.
- Network maintenance, design and consulting mostly with Windows 2000/2003 servers and XP/2000 workstations, VMWare servers, SNAP drives; Ghost; Active Directory, Exchange Server 2003; Terminal Server; Windows security/permissions; Kintera and other Content Management Systems/FrontPage2003.
- Blackberry, Treo, other PDA support; wireless laptop and router/network configurations; Viavideo videoconferencing.
- Used Remote Desktop, VNC, Webex, PCAnywhere, Citrix, FTP and various VPN connections; Sonicwall firewall maintenance; Veritas and Brightstor/Arcserve Backups.
- Used Trend Micro ScanMail and Postini; Norton, MacFee, Sophos antivirus and antispyware.

New York University School of Continuing Education & Touro College, New York, NY, Computer Science Professor (January 1998 – June 2004)

- Developed NYU's first course in Knowledge Management for graduate student computer science majors.
- Taught three semesters using Lotus Notes and LearningSpace to conduct online HTML-based classes.
- Designed and created multi-media course material and secure home pages for students using PowerPoint, FrontPage, HTML and other tools.
- Instructed computer science courses in web page design with hard-coding of HTML and use of Java applets.
- Taught Microsoft Office applications to teachers in the NYC Board of Education, particularly Microsoft Excel.
- Instructed Microsoft Internet Explorer and Netscape Browsers for advanced Internet research, netiquette, using development tools and web-based email and listserv technology.

Ursinet.com, New York, NY: Information Technology Consultant, Project Manager, IT Manager (July 1996 – Present)

- Consulted on location at the following companies: **Lester Schwab Katz & Dwyer; Proskauer Rose (three times); Winthrop Stimson; Milbank Tweed; Thacher Proffitt & Wood; Wachtel Lipton; Hughes, Hubbard & Reed; Klapper & Fass; Guardian Life Insurance Company; Columbia Teacher's College; Icon-Nicholson; Mitchell Madison; Lazard Freres.**
- Managed IT department with up to 10 people, including help desk, word processing and hardware departments.
- System administration; extensive support on Microsoft Suite, Corel WordPerfect Suite and UNIX Office Power, Exchange with Active Directory, DNS, WINS, Eudora, SMS and Cagnet, Outlook Web Access and Cyberdocs;
- Network administration of Windows Server, Novell, Unix and Mac platforms; inventory, license tracking and security
- Built Windows NT/2000 workstations and servers; Ghost and Rapid Deploy to roll out workstations and laptops.
- Citrix Servers and predecessor Citrix Metaframe and modem pools, Timbuktu, Novell Zenworks
- Web site maintenance/hosting; firewall configurations; database design, spreadsheet reports, budgets and software inventory, Microsoft Access, Excel and SQL 7 and 2000.
- Firewall/Router/Switch, T-1, Cable, ISDN and DSL connection setups; Web Servers with IIS4 & 5 and Macintosh Webstar
- Help desk tracking software (Unipress Footprints) and Magic Help Desk.
- Disaster recovery plans and other knowledge management tools such as technical specifications and documentation.
- Network-wide virus protection and updates with Norton Anti-Virus and McAfee
- Macros and Visual Basic design and implementation, including Y2k issues.
- Network architectures with redundancy using Visio and components like RAIDs, clustering, failovers, load balancing and multi-processors, resolved sticky sessions and security lapses.
- Procurement, deployment managing, etc. with Rational softwares, Source Save, Continuous and ClearCase.
- Completed courses in Websphere administration and Fatwire Update Engine 4.5/5.0.

Szold & Brandwen, New York, NY, Network Manager (December 1989 - June 1996)

- Novell network administrator; maintained Soft Solutions document tracking software database and server.
- Trained new users in all aspects of and Novell 3.12 and 4.1 network and UNIX programs like Informix.
- Upgraded from WANG to Windows 3.1 to Windows 95; application support for WordPerfect 5.1, 6.1, Lexis, Westlaw, shepardizing, etc.

KPMG Peat Marwick, New York, NY, Supervisor (July 1988 - December 1989)

- Supervised 12 word processing and desktop publishing operators in three different word processing centers for a "Big 8" accounting firm with over 2,500 employees using Wang, IBM PC and Macintosh platforms.
- Oversaw the document production of audits, proposals, corporate tax returns, correspondence.
- Evaluated employees' job performance; Made policy decisions with other management staff.

COMPUTER SKILLS:

SOFTWARE: Microsoft Office 2003 Suite (Word, Excel, Access, PowerPoint, FrontPage, Outlook), Lotus Notes, Microsoft Project, Microsoft Publisher, Meeting Maker, WordPerfect/Corel suites, Lotus Office Suite, Learning Space, Lotus 1-2-3, Organizer; Visio, HTML, Java, Java Script, Flash, GoLive; Dreamweaver; PageMaker, Macros/Visual Basic; Microsoft Project, MS Publisher; Rational Rose Development and Analyst Studios; ClearCase; Quicken, ProComm Plus, GroupWise, Cheyenne Arcserve, Exchange servers, SQL / Sybase / Tape Library agents, NDS for NT, FTP, Crystal Reports, Source Safe; Fortran, Pascal; Eudora.

NETWORK: Microsoft Windows 2003, 2000, NT4 Server and Workstation; Exchange, Active Directory, DNS, Terminal Server, FTP; Citrix, IIS 4 & 5, LAN/WAN maintenance; I-Manage/interwoven; Novell InterNetwork 4.11, Websphere/IBM HTTP, DB2; Novell Netware 4.x, 3.x, Windows NT, SQL 6.5, 7 and 2000; PCAnywhere 10; McAfee and Norton Antivirus; FlexLM Server; Continuous; Metaframe, MS Exchange 5.5, Outlook 2000/ 98, SQL Anywhere, GroupWise 5.x, PCDocs, DocsOpen, Cyberdocs, Meeting Maker; DHCP, DNS, WINS, RAS, Cagnet Software Distribution, Raptor Firewall, Proxy, Outlook Web Access, Citrix Mainframes; POP Accounts, aliases; Trialworks; Unipress Footprints; Magic Helpdesk; LanSight; Rapid Deploy; Ghost; Webstar web server (Macintosh).

CERTIFICATIONS/TRAINING: Microsoft Server 2003/2000; Fatwire Update Engine 4.5/5.0; IBM Websphere Administration; Windows NT 3.51/NT 4/Windows 2000; Novell Netware Training; Unix Office Power 7, Informix.

EDUCATION:**Brooklyn Law School, Brooklyn, New York**

- Attained *Juris Doctor* in June 1997
- Managing Editor, *The Justinian* 1995-1997; Evening Liaison, Italian American Law Students Association 1995-6

City University of New York/The College of Staten Island, Staten Island, New York

- Bachelor of Arts in Political Science attained May 1993 (3.5 G.P.A.); Baccalaureate Program/Honor Student, Dean's List

LANGUAGE SKILLS:

Fluency in Italian. Strong aptitude in French and Spanish.