

# LAURA S. SCHMALGEMEIER

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## SENIOR LOTUS NOTES ADMINISTRATOR

- Creative problem solver and troubleshooter with **solid experience in database and network system** installation, administration and configuration, specializing in Lotus Notes Domino, Windows, Extrafax, Blackberry, Barracuda and Right Fax.
- **Extensive knowledge** of project management, computer hardware configuration, client/server architecture, LAN/WAN, e-mail, operating systems, and network administration.
- Results-oriented; a track record of **achieving goals** through disciplined time management and **solid execution** of well-planned strategies.
- **Strong analytical skills** with demonstrated ability to **resolve complex problems** and efficiently organize/prioritize tasks.
- **Effective team player** and **technical support** professional with proven ability to work cooperatively with diverse individuals and lead productive team and training efforts.
- **Hands-on experience** with multiple releases of Lotus Domino doing all forms of administration.

## TECHNICAL SKILLS

**Operating Systems:** Windows Server (NT, 2000 & 2003), Active directory, Novell NetWare 4.x,

**Networks/Internet:** Ethernet, NetWare, TCP/IP, POP3, Internet Explorer, Firefox

**Programming:** SQL, VBA, Visual Basic, Visual C/C++, HTML, VB script, Lotus Script, Lotus Notes

**Databases:** Microsoft Access, *dBase III/IV, Paradox, DB2 (limited)*

**Software:** Lotus Notes (Administration) Releases 4.6, 5.X, 6.X, 7.X, 8.x and **8.5** Right Fax, Extrafax, Blackberry 2.2 & 4.X (device and server), MS Project, MS Visio, MS Outlook, MS Office

## EXPERIENCE

**System Administrator, CrossCom National, Deerfield, IL 2007-2009**

- Lead Domino administrator for upgrade planning and deploying ND8.5 to servers
- Deployed new releases of Extrafax, BES and Domino
- Responsible for revamping existing domain including group structure, mail routing and policy's
- Responsible for all Domino and Notes issues, including SMTP, ID creation, agent issues and blackberry's
- Supported Lotus Notes on Citrix environment
- Deployed system wide roaming users
- Completed a cross-domain migration from R5 to ND7
- Configured Barracuda anti-virus solution
- Worked with Extracomm to develop and deploy bar coding solution allowing documentation to be automatically connected via a web system
- Planned ND8.5 Client upgrade
- Wrote ND 8.5 documentation and planned user training for ND8.5

- Wrote documentation for ND7
- Trained users in ND 7
- Maintained updates needed for Domino and various Windows servers
- Maintained current knowledge of Lotus products
- Assisted in planning DR for entire environment.
- Recommended new backup solution
- Responsible for monitoring domain and troubleshooting any issues that came up
- Responsible for client support of issues ranging from Agents to User error
- Researched and recommended various solutions to business needs
- Acted as part of small team that maintained more than 40 servers with 24/7 availability
- Acted as member of helpdesk team answering helpdesk calls for 300+ users
- Worked with various PC issues including blue screen of death, PC performance issues and training users
- Responsible for managing Incoming and outgoing user creation and deletion thought out all systems
- Supported wide range of applications including Cisco VPN, Office 2007, Outlook, Notes, IE, Windows XP, firefox
- Created new user guide documenting all systems
- Responsible for setting up PC's
- Worked on rotation 24/7 helpdesk pager

**SENIOR LOTUS NOTES ADMINISTRATOR, Komatsu America Co., Rolling Meadows IL 2000-2007**

- Senior System Administrator for 1750+ users and 9 servers providing 24/7/365 support for local and remote staff.
- Sole support person for Lotus Domino Blackberry server (2.2, 4 & 4.1) and device deployment (200+ users 7290, 8100, 8300, 8700 & 8800 models) as well as our Right Fax solution
- Consolidated administration for 5 sites to aid remote locations with personal shortages
- Implemented GSX solution for our environment including monitoring and ID manager
- Developed, Planed and Deployed ND 6.5 migration for 9 servers and 1600+ users
- Deployed anti-spam software by Group Software and Maysoft.
- Supported and maintained all required patches on Windows servers to maintain security at appropriate level (including Domino)
- Developed Lotus Notes 4.6, 5.0x & 6.x databases and applications in formula language. Added new Lotus Notes databases and enhanced existing database features. Minor development in Lotus Script.
- Dramatically reduced network and e-mail system crashes. Upgraded security of Lotus Notes system.
- Supported any Lotus Client problems that our helpdesk could not
- Trained users in Lotus, Blackberry, VPN and other applications
- Responsible for analyzing multiple proposals for a variety of projects and making recommendations
- Fully documented network, PC, and Lotus Notes databases.
- Developed and deployed clustering in ND 6.5 environment
- Assisted end users with a full range of software and hardware issues.
- Supported various administration tasks with in Active Directory

- Developed and recommended back-up solutions
- Recommended hardware for both servers and client machines
- Lead multiple upgrade projects including Lotus notes migration, patch deployment, Windows 2000/sap upgrade on client side and VoIP communication project
- Developed policies for mail retention, password changes and attachments
- Developed project plan for hardware out sourcing plan including all servers
- Working with ITIL frame work to develop solutions for company
- Responsible for all project management work in our team including all phases of life cycle
- Responsible for updating management on all project's
- Part of team working with AT&T wireless to reduce capital expenditures in cellular services.

## **EDUCATION**

### **B.S. in Business Management, concentration in Management Information Systems**

University of Wisconsin, Kenosha WI, 1999

Ask for coursework.

**The View Admin 2008 and 2009**