NABIL MAKAR SAN FRANCISCO, CA < 202.251.3759 < MAKAR@RISINGHOST.COM

TECHNICAL KNOWLEDGE

C, C++, SQL, mySQL, Oracle, Apache, PHP, HTML. IIS, Exchange, Active Directory. Unix, Linux, Windows 2003/2000/NT/XP/ME/98/95, Mac OS X. TCP/IP networking: routing, gateways, DNS and IP Configuration. Internet services troubleshooting and support. Hardware configuration & troubleshooting. Adobe PhotoShop, Pagemaker, Macromedia Dreamweaver, Microsoft Office (Excel, PowerPoint, Word), Visual SourceSafe.

PROFESSIONAL EXPERIENCE

Senior Technical Support Engineer
i365, Seagate Services - Emeryville, CA   **May '07 – Present**
Provided senior-level technical support, guidance, and recommendations for Evault clients. Assisted clients in quickly identifying issues, assist with corrective measures and avoid risks associated with backup and recovery practices. Ensured clients had effective backup & recovery strategies through architecture, configuration and communications capabilities. Collaborated with software development in resolution of technical, architectural, communications and documentation related issues. Conducted QA testing, experimentation, and performance testing. Developed documentation for the software user guide and customer knowledge base.

Professional Services Engineer
Systematic - Fairfax, VA   **Oct '03 – Nov '06**
Developed data translation from XML to database model for high level government advanced concept technology demonstration. Provided pre and post sales technical assistance, systems engineering, software installation and integration for mission critical interoperability programs. Provided application expertise, integration and training to clients on products and capabilities. Created mobile demonstrations to be used internally or on-site. Provided on going technical support to all US customers.

Systems Administrator
RisingHost - Bethesda, MD   **Sept '02 – Nov '06**
Responsible for daily operations of Linux network server environment to ensure systems are highly available. Implemented and maintained server hardware, operating system, and core network services including Apache, Exim, Cpanel, PHP and MySQL. Developed and maintained corporate website using php and mySQL. Provided technical consultations to external customers as needed.

Systems Engineer
AImetrix - Herndon, VA   **Oct '01 – Aug '02**
Responsible for the design, development, integration, implementation, testing and support of Visual Basic applications, network management software, browser-based Internet and Intranet applications. Implemented OSS solutions using NeuralStar, IIS, Visual Basic 6.0 & SQL Server technologies. Deployed and customized the NeuralStar product family at globally dispersed customer sites.

Systems Administrator/Hardware Technician
CompNetDoc - College Park, MD   **Oct '99 – Oct '01**
Diagnosed, installed and repaired all aspects of computer hardware including memory, hard drives, motherboards, power supplies, cd-rom drives, etc. Provided operational support for a network of Microsoft based computers. Built and configured new systems based on customer's specifications. Responsible for the maintenance of operating systems and hardware.

EDUCATION

University of Maryland   College Park, Maryland   **Spring '01**
B.S. in Computer Science, Minor in Business Management
Relevant Course Work: C++ and Data Structures, Database Design, Software Engineering, Human Factors, Algorithms, Computer Architecture, Object Oriented Programming, Linear Algebra, Probability and Statistics.