

Karen Durfee, PMP⁽ⁱ⁾

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Key Skills:

- ↻ Project Management & Implementation ↻ Business Analysis ↻ Release Management ↻
- ↻ Enterprise Backup ↻ Webmaster/Web Development ↻ Best Practices/Process Improvement ↻
- ↻ Systems Planning & Administration ↻ Database Administration ↻ Server Administration ↻
- ↻ Hardware & Software Evaluation ↻ Emerging Technologies ↻ Technology Purchasing, Budgeting & Planning ↻
- ↻ Technical Facilities Management ↻ Data Analysis ↻ User Support/Training & Documentation ↻

Profile:

Over 25 years experience in the information technologies field provides me with a broad knowledge of computer and network use from the global internet down to the end user experience. At the same time, I have gained in-depth knowledge in several key areas of technology, including software development (SDLC), both Waterfall and Agile Methodologies, network and server administration, hands-on coding, facilities planning, and project planning and implementation. Combined with my excellent organizational, communication, and analytical skills, these attributes make me an exceptional candidate for any implementation of new systems, applications, and technologies.

Professional Experience:

Release Manager, [Envisage Information Systems](#), Ithaca, NY [work remotely from San Jose, CA] (1/13 – present)

- responsible for planning, coordination and oversight of major product releases and production and pre-production patches including developing, maintaining, and driving improvement, efficiency and effectiveness of the release processes
- monitor enhancement and defect remediation work for continuous delivery (nightly) in an Agile, continuous integration environment
- coordinate, collaborate and communicate with cross-functional teams and other key stakeholders, (including direct client partners), to maintain the release schedule and manage releases throughout their development life cycle
- create and/or implement processes to efficiently manage releases and testing of applications and ensure well-documented, quality code delivery
- ensure a structured, disciplined, and repeatable framework for the delivery of enhancements, defects and production support patches
- track and report key release metrics (issues, risks, schedules, scope, milestones, activities and status)
- gather, consolidate and communicate all release-related project plans, including schedules, code branching, automated regression testing, delivery timelines and scope changes
- participate in business "go/no-go" reviews
- ensure all release documentation and milestones are accurately completed and reflect release scope
- maintain and manage key release information repository and website, such as release procedures, schedules, announcements, dependencies, and notification lists; deliver clear, concise and timely information about release changes and delivery schedules
- work on various cross-organizational committees to improve process and best practices

Project Manager, [GORGES Internet Solutions](#), Ithaca, NY (5/11 – 4/12)

- served as Project Manager to deliver internet software solutions to a variety of clients from non-profit organizations and education, to government entities and the private sector
- utilized effective communication to manage stakeholder and project team member expectations regarding scope, change management, deliverables, deadlines and budget
- directed project teams with planning and development of deliverables
- tested and evaluated functionality of developed systems to ensure quality deliverables
- trained and educated clients to use developed internet solution
- in conjunction with administration and staff, led internal project to document, define and develop processes, best practices, and company-wide standards and protocols with regards to project management and implementation

Administrative Application Support Specialist / District Webmaster, [Ithaca City School District](#), Ithaca, NY (12/03 – 6/11)

- implemented open source web content management system for entire district, including all administrative areas and 12 schools; served as District Webmaster
- in collaboration with contracted developers, serviced as Project Manager and/or Business Analyst in engineering development and implementation of several web-based systems

- managed implementation of several district-wide third party administrative web-based and client/server software packages
- implemented and supported several stand-alone, application-specific software packages, including several for school busing (video cameras and GPS units in buses, busing and routing software, fleet maintenance and cost/mile tracking, engine and transmission diagnostic software for mechanics)
- developed and published external communications for \$96 million facilities bond initiative and annual budgets
- managed implementation of mobile device platforms for access to district-wide Exchange server and student information system (PalmOS, Windows Mobile, BlackBerry and Apple iOS)
- managed teams for data collection to support decisions regarding redistricting analysis and decisions, as well as students seeking open enrollment
- developed training materials and trained administrative users on various internet-based information systems, as well as Excel and Outlook

Programmer/Analyst Senior, [Cornell Information Technologies](#), [Cornell University](#), Ithaca, NY (6/98 - 12/03)

- served as Cornell's [EZ-Backup](#) System Administrator for enterprise-wide, production-level, 365/24/7 availability backup/archive/storage service used throughout Cornell University
- delivered user support and new client code to campus users, including testing, evaluating, problem determination and resolution, packaging and distribution, documenting, and training
- developed and maintained the EZ-Backup web presence, including news, technical support, FAQs, client Installation and vendor documentation
- worked with Windows Team to develop a Bare Metal Restore for Windows NT and Windows 2000
- served on Tivoli Storage Manager Symposium Coordinating Committee at Oxford University
- collaborated with IBM/Tivoli developers and other colleagues worldwide for problem resolution on current software and suggestions for future enhancements; including participating on beta team to develop client design and functional requirements
- served as Y2K Conversion Leader for departmental workstations
- served as technical contact for departmental migration from MeetingMaker to university-wide CorporateTime scheduling software
- provided department-wide technical support for PDAs

Consultant Advisor III, [Campus Life](#) Information Technologies Group, [Cornell University](#), Ithaca, NY (8/96 - 6/98)

- served as Desktop Support Manager, provided technical consulting support and problem resolution and managed staff and students for 24/7 desktop support for approximately 250 users, over 175 workstations and point-of-sale devices across 35 buildings
- responsible for all budgeting, planning, coordination, evaluation, purchasing and deployment of hardware and software
- served as System and Server Administrator, supported the installation, daily operation, and security of web, application, database, and file servers; responsible for maintaining, tracking, installing, updating, security, and troubleshooting on all departmental file servers and printers
- served as Network Administrator, responsible for all data/communications troubleshooting and installations of all LAN networks throughout 35 buildings, including acting as liaison between construction contractors and technical staff to build networking infrastructure on all major building projects
- participated in department-wide committees to address areas of technology needs
- implemented department-wide electronic services such as network-wide backup, software metering, electronic calendaring, remote dial-in, etc.

Computer Consultant III, [Cornell Information Technologies](#), [Cornell University](#), Ithaca, NY (11/92 - 8/96)

Note: Started as Programmer/Analyst II (11/92 - 2/96) then promoted to Computer Consultant III.

- Network Administrator, Desktop Support Manager, and Webmaster for department of approximately 70 users
- coordinated all aspects of relocation and consolidation of departmental users: managed all communications infrastructure to newly-built offices, coordinated moving of all networking, workstations, servers, and printing services
- installed, configured, and documented first instances of PeopleSoft and Crystal Reports clients at Cornell University
- developed process to 'refresh' weekly the client/server system supporting the PeopleSoft Training Lab
- developed, tested, upgraded, and implemented department-wide electronic services such as network-wide backup, software metering, electronic calendaring, etc.
- designed, programmed (NATURAL/ADABAS), and documented Campus Life's Network Pilot Project, which was used to track network information about students in residence halls
- maintained NATURAL/ADABAS applications for Campus Life project area; designed and implemented PostScript form-generating system within NATURAL applications for Campus Life, Transportation, and Purchasing
- rewrote user manual for CUDA, a distributed accounting application designed and written by Cornell project staff for use by Cornell departments

Computer Experience:

Operating Systems:	Apple iOS, Windows Mobile, Blackberry, PalmOS, Windows, Novell, MacOS, Linux, AIX, DOS
Software:	Fabasoftware Folio; Jenkins; activeCollab; Macromedia: Dreamweaver & inDesign; phpMyAdmin; Adobe: Photoshop, Photoshop Elements, & Acrobat; Microsoft: VISIO, Office; putty; ssh; Schooltool; SASI; WinCap; esri ArcGIS; Personal Information Managers (Microsoft Exchange/Outlook, ThunderBird, CorporateTime, MeetingMaker); Databases (MYSQL, FileMaker, DB2, MS Access); iMovie; Graphics Packages; Internet Services (web browsers, mail, ftp, etc.); SPSS
Hardware:	Servers, Workstations, Laptops/Notebooks, iOS Mobile Devices, PDAs, Mainframes, Printers, Automated Tape Libraries, SMARTboards, SmartPhones, Peripherals (scanners, projection equipment, digital cameras, etc.)
Server/Network Administration:	Web Content Management Systems: drupal, joomla; Tivoli Storage Manager; Apache; CentrisGroup: IEPDirect & RTIm Direct; VersaTrans; Blackberry Enterprise Server; TruSmart ScheduleFinder; SchoolMessenger; 247SecurityInc; Network Monitoring and Troubleshooting Tools (BMC Patrol, InterMapper, mrtg, ServerGraph); Diebold/Griffin Point-of-Sale Administration; Wireless 802.11x, Windows Server 2003, AppleShare Network, AppleTalk, TCP/IP, KeyServer, MeetingMaker, LAN/Ethernet Network, LISTSERV, PacerForum, QuickMail, Novell Netware, FTP, Dial-up Modem Pool
Languages:	HTML, SQL, NATURAL, Pascal, PostScript

Publications/Presentations:

- "[Support Model for Tivoli Storage Manager at Cornell University](#)" - co-authored presentation at [Oxford University TSM Symposium](#) (2001) and [SHARE](#) (2001)
- "[How to Make Sure You Have a Good Backup When You Need One](#)" - co-authored presentation at [SHARE](#) (2000)
- "[EZ-Backup Overview](#)" - co-authored presentation to Cornell Computing Directors (1999)
- "[Printing with Natural and PostScript](#)" - co-authored presentation at Colonial Caucus 95 (1995)
- "[Report on 2nd International WWW Conference](#)" - presented to Cornell technical staff (1994)
- "Catherine and the Divine Meal" (paper published in *Parnassus, The Honors Journal: SUNY, College at Cortland, Vol I, Spring 1991*)
- [CORTLAND COLLEGE: An Illustrated History](#) written by Leonard F. Ralston - designed and generated various graphs using graphing software in a book documenting [SUNY-Cortland](#)'s history (1991)

Professional Development:

<ul style="list-style-type: none"> • PMP Exam Certification Prep 2016 • Auto Test Best Practices: 2015 • Acceptance Test Driven Development 2015 • Managing Your District's Apple iOS Mobile Devices: 2011 • ScheduleFinders User Group: 2010, 2009 • MyLearningPlan User Group Workshops: 2010, 2009 • SchoolMessenger Administration: 2009 • Schooltool for Administrators: 2009 • ersi ArcGIS (Overview; Mapping): 2009 • ersi ArcGIS (Demographic Analysis Using Federal Census Data; Demographic Analysis Using GIS Mapping): 2008 • Tomorrow's Tools Today: Leveraging Emerging Technologies for Teaching and Learning: 2008 • Web Accessibility for Web Developers: 2008 • Microsoft Access (Beginner; Intermediate; Advanced): 2007 • Adobe InDesign (Beginner; Intermediate; Advanced): 2007 • CentrisGroup RTIm Direct, IEP Direct: 2007 • Microsoft Outlook and Outlook Web Access: 2006 • Blogs for You and Your Classroom: 2006 • Introduction to Blackboard: 2006 	<ul style="list-style-type: none"> • Designing Relational Databases: 2005 • VersaTrans Routing and Planning: 2004 • Editing with iMovie: 2004 • Publishing Multi-Media Productions (Beginner; Advanced): 2004 • Digital Imaging and Slideshows: 2004 • Adobe Dreamweaver (Beginner; Advanced): 2004 • Getting Good Video: 2004, 2003 • Unix Tools: 2002 • SHARE (IBM User's Conference): 2003, 2002, 2001, 2000, 1999 • Oxford University TSM Symposium: 2001, 1999 • IBM's ADSM Administrator Training: 1998 • Microsoft Windows NT 4.0 Server Administration: 1997 • Supporting Microsoft Windows NT: 1997 • Diebold/Griffin System Administrator: 1997 • Supporting Microsoft Windows 95: 1996 • Working with Novell Netware 3.x: 1995 • 2nd International World Wide Web Conference: 1994 • MacWorld Conference and Expo: 1995, 1994, 1993 • Introduction to PostScript; Advanced PostScript: 1993
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Education:

B. A. History (Computer Applications Minor), 1991
[State University of New York - Cortland](#), Cortland, NY
 GPA: 3.64, magna cum laude