

# Steven Macdonald

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**Birthdate / -place** 26.11.61 / Kalamazoo, MI, USA

**Marital status** married

**Citizenship** US American



**Innovative cross-platform technology leader and troubleshooter with an extensive history of making things work:**

- Experienced leader and peer in team environments
- Project execution in all phases: planning/research, testing, evaluation, and full-scale rollout
- Client/server administration; Macintosh & Linux systems
- Superior technical support for skilled and entry-level clients

**A creative problem-solver and exceptional team builder who can simplify complex issues and get the job done.**

## professional experience

**10/2020 – Present**

### **Senior Manager, IT Service Support**

Intelligent Apps GmbH, 22763 Hamburg

Responsible for disciplinary and functional leadership of a multi-national team for frontline internal IT support, consulted regarding internal policies and procedures to improve efficiency

- Implemented new systems for handling external employees (Contractors, Freelancers, and Temporary Workers)
- Created process for securely implementing new software for internal use
- Implemented procedure for securely verifying authorized users that have access to internal systems

**06/2016 – 06/2020**

**Team Lead, Technical Operations**

edict egaming GmbH, 22767 Hamburg

Responsible for disciplinary and functional leadership of a multi-national team for all IT operations, from Office Administration to operating 24/7 webshops

- Oversaw the upgrade of all Live systems from physical servers to a private cloud infrastructure
- Initiated the complete re-installation of the network infrastructure to support business initiatives
- Created and provided IT perspectives in operational Compliance in line with ISO27001 standards

**04/2013 – 05/2015**

**Lead IT Consultant**

eSailors IT-Solutions GmbH, 20095 Hamburg

Provided staff management support for Operations Director, with project management services and architectural consulting for the overall business.

- Consulted on cultural and technical topics for a company-wide rebranding project
- Provided project management support for new office builds
- Team member of project to redefine the organization's technical business model

**07/2009 – 03/2013**

**Manager Infrastructure Team**

eSailors IT-Solutions GmbH, 20095 Hamburg

Provided disciplinary and functional leadership of a multi-national team of system and network administrators ensuring 24/7/365 continuous service of online web shops.

- Introduced SAN technologies to the Test and Live Environments
- Built multi-national team of administrators working in 3 countries across 2 time zones
- Oversaw the installation and implementation of systems for rapid OS deployment, patching, and rollback

**06/2007 – 06/2009**

**Manager Platform Team**

Tipp 24 AG, 20251 Hamburg

Provided disciplinary and functional leadership of a multi-national team of system administrators ensuring 24/7/365 continuous service of online web shops serving the German market.

- Oversaw the migration of two load-balanced data centers from Germany to the UK with minimal downtime
- Oversaw server migration from Sun Solaris to HP/Red Hat systems
- Designed and implemented data continuance architecture for the enterprise

**04/2005 – 08/2006**

**Continuance Practice Consultant / Systems Engineer**

Agilysys, Alpharetta, GA, USA

Consulted with several business entities on implementing continuance and data integrity architectures based around EMC NetWorker in their data centers.

- Designed data continuance architecture for a client in Buffalo, NY
- Acted as troubleshooter and implementer for EMC NetWorker upgrade for a client in Miami, FL
- Implemented a multiple site/500+ server EMC NetWorker continuance architecture, backing up approximately 500TB/month

**2001 – 2004**

**Backups Operations – Systems Engineer**

MCI WORLDCOM, Ann Arbor, MI, USA

Ensured data integrity (backups) for Worldcom's web centers using Legato NetWorker maintaining rigorous availability and integrity standards. Resolved data backup failures on multiple platforms (Solaris, WinNT, Win2000).

- Maintained an average successful backup rate over 99.6%
- Conducted training for other members of the Backups team
- Webmaster and primary author of departmental processes and procedures

**2000 - 2001**

**Data and Integrity Engineering – Systems Engineer**

MCI WORLDCOM, Ann Arbor, MI, USA

Researched new networking technologies to ensure compatibility and increased service availability for Worldcom Webhosting customers as part of a small team. Second tier support for Operations staff on the installed Legato NetWorker infrastructure.

- Tested Storage Area Network (SAN) implementations from Hitachi, EMC, and Compaq
- Trained Operations staff on troubleshooting backup errors

**1998 - 2000**

**MIS System Administrator / Network Engineer**

MCI WORLDCOM, Ann Arbor, MI, USA

Created and maintained user access and mail accounts in the New York and Ann Arbor offices, administered name services (DNS) and the border firewalls. Administered the file, print, and web cache servers; and maintained the New York dial POP (hardware, connectivity, authentication, and routing).

- Implemented SNMP monitoring on the Ann Arbor LAN
- Enforced internal network security
- Wrote web based MIS departmental documentation

**1996 - 1998**

**Managed Information Services - Desktop Support Coordinator**

MCI WORLDCOM, Ann Arbor, MI, USA

Delivered internal customer support for network connectivity and services. Responsible for LAN maintenance and application support under Windows, Solaris, and Macintosh platforms. Created local IT department, aiding in subsequent staff hires and training.

- Oversaw local migration from MacOS to Windows infrastructure
- Selected and implemented cross platform group calendaring system
- Trained employees in networking and cross-platform integration concepts and support

**1995 - 1996**

**Customer Service Coordinator**

MSEN Inc., Ann Arbor, MI, USA

Provided end user support and troubleshooting for customers accessing the Internet. Supervised and trained other Technical Support Technicians in network architecture, phone contact techniques, and account set up.

- Created 2 new account packages, aided in creating 8 others
- Educated customers in basic wide area network principles and protocols
- Conducted basic LAN and phone maintenance

**education**

**1980 – 1982 / 1989 - 1990**

**Western Michigan University**

Kalamazoo, MI, USA

General Studies, Music (voice, bassoon)

**1967 - 1980**

**Vicksburg Community Schools**

Vicksburg, MI, USA

Degree: **High School Diploma**

1976-1980 – High School

1974-1976 – Middle School

1967-1974 – Elementary School

## further training

**2014 – 2016**

**Berlitz Hamburg**, private lessons,  
Full time course “Deutsch im Beruf”  
Zertifikat Deutsch – B2

**2012**

**Learning Tree International**, ITIL Foundation Certificate

**2008 – 2013**

**various management / leadership trainings**

**2008**

**TÜV SÜD Akademie GmbH**, ITIL Foundation V2 Certificate

**2006 – 2007**

**ESO Euro-Schule Hamburg**, Integration Course  
Zertifikat Deutsch – B1

**2006**

**Legato Certified Network Administrator (LCNA)**

**earlier trainings:**

SNMP Monitoring using SPECTRUM, 1998 / LISA,  
1998 / USENIX Security Conference, 1999 / SONET  
Fundamentals, 2000 / Advanced Cisco Routing, 2000

## skills

IT	Red Hat Enterprise Linux 4-6 / MacOS 7x – 10.10 / Windows XP, 7 (User)
languages	English (native speaker) German (basic knowledge)

## interests

volunteering	Co-organizer of an annual folk music event in Hildesheim
hobbies	Music (songwriting, choir / acapella music), travel, (European) history, intercultural studies

Hamburg, 15.02.2022