

Arthur E. Pufford II

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OBJECTIVE

Seeking **Director of Technology/Chief Architect** position.

EXECUTIVE SUMMARY

Expert Messaging/Network Architect with over 20 years of experience, with expertise in system integration, programming, IT architecture, business communications systems, electronic messaging systems, LAN and WAN networks. Particularly skilled in the architecture/design of IBM Lotus Notes/Domino environments on multiple platforms. Lifelong passion for devising solutions through technology, with key strengths including:

- **Insightful strategic planning**—brings an in-depth knowledge of current and future technologies, along with the expertise to deliver solutions that are in alignment with the organization's short- and long-term goals.
- **Effective problem solving**—explores many avenues, seeks and gains valuable input from all parties, and utilizes best practices to meet the project's objectives.
- **Solid troubleshooting**—gives full attention to issues, finds solutions before becoming problematic, and devises the best possible path to a successful outcome.
- **Strong project management**—uncovers needs, gathers resources, defines requirements and collaborates effectively with team through all phases of the project lifecycle.
- **Inspiring team leadership**—identifies individual strengths, presents a systematic approach to training, and invites contributions from team members, resulting in consistent deliveries on budget and on schedule.
- **Industry expertise**—specializes in IBM Lotus technologies, being well-known in the industry for proven expertise in Lotus Domino large-scale architecture and design, Lotus Domino Advanced Administration, and Domino Domain Merge.

EXPERIENCE HIGHLIGHTS

Messaging Systems Architects (MSA Group), Certified Lotus Domino Consultancy, Napa, CA 1999 – present

CHIEF ARCHITECT/PRINCIPAL (Sole Proprietorship)

Lead projects for client companies looking to upgrade or enhance messaging and collaboration technologies. Provide system design, implementation, migration and coexistence strategies, utilizing expertise in Lotus Domino environments on AIX, i5/OS, Linux and Windows. Key Projects:

- Senior Architect, Automatic Data Processing (ADP): led a 1,000-user migration from IBM OfficeVision to Lotus Domino from beginning to end. Built a database, generated detailed documentation including screen shots, and directed clients step-by-step through the process, creating self-sufficiency at the site.
- Chief Architect, White Mountain Apache Tribe: Implementation of Domino for AS/400 with horizontal clustering for 300+ users.
- Consultant, Alameda County Water District: Continued working with me after Whittman-Hart failed and have provided Domino support and upgrades. Have additional implementations of Lotus Sametime and Blackberry Enterprise Server.

New Technology Foundation, Non-profit Organization, Napa, CA

2002 – 2008

DIRECTOR OF TECHNOLOGY/CHIEF ARCHITECT

Recruited to provide expert consulting on Lotus Notes/Domino implementations for all New Technology High Schools utilizing a grant from the Gates Foundation. Designed the architecture and orchestrated the successful startup and rollout of new technologies that were replicated at each school consisting of Lotus Notes/Domino initially, and expanded to include Websphere Portal, Websphere Application Server, and DB2 as their collaboration and curriculum platform.

EXPERIENCE HIGHLIGHTS**(Continued)**

- Collaborated closely with directors, Principals, and IT liaisons at each NTF school across the country, assessing physical location, recommending facility changes where necessary, and providing training. This groundwork surfaced and corrected potential problems, aided in smooth implementations at each site, and, in the end, created cutting-edge, innovative learning environments for over 14,000 students and teachers.
- Incorporated extensive configuration of the Lotus Domino Security model, Domain and Cross Domain configurations, and other inter-networking configurations into the Lotus Domino network.

Altos Engineering Applications, Inc., IT Consultancy & ISV (ISO9001 & TICK/IT), Pleasanton, CA
2000 – 2002

CHIEF ARCHITECT

Directed the design of total system solutions for large client engagements and led global design and development of complex multi-system solutions. Advised clients on strategies to incorporate current and future technologies to achieve business objectives. Established and solidified a key strategic partnership between IBM and Altos. All projects were completed adhering to strict quality standards, since Altos was an ISO9001 and TICK/IT certified consultancy. Key projects:

- Chief Architect, Swift Transportation Company: re-worked Lotus Notes on iSeries system to expand scope to include 1,000 staff members initially. Reconfigured Domino environment including building new servers, adding vertical clustering, which increased reach and data integrity at a minimal cost, and thoroughly trained on-site Lotus Notes Administrator.
- Chief Architect, City & County of San Francisco: assessed, designed, tested, implemented, and thoroughly documented hardware and software infrastructure for Lotus Domino enterprise messaging system that incorporated 20,000 users of various systems under one centralized platform. Earned recognition by city leaders for delivering the most successful IT implementation in the city's history, and this blueprint is still in use to date.
- Senior Architect, Zodiac Corporation: engineered and implemented complex Lotus Domino domain merge projects across five locations, including Paris, France, centralizing 2,300 users into one messaging platform on AS/400. Resulted in an on-time, on-budget rollout with zero downtime.

Whittman-Hart/marchFirst, IT Consultancy, San Francisco, CA

1999 – 2000

SENIOR MANAGER, COLLABORATIVE TECHNOLOGIES

Set direction for the company's Lotus Notes Domino infrastructure practice. Designed IT infrastructure, architectures, test methodologies, system implementations, and multi-platform installations for complex environments. Specific client projects:

- Consultant, MGM Studios: conducted performance and security assessments, presented recommendations, and then implemented these key enhancements on schedule and as budgeted.
- Senior Architect, CBT Systems/SmartForce: wrote an application to complete a Domino organization merge, automating the migration of 5,000 employee email names to new organizational structure. Completed this four-month project with no loss of data and zero downtime.
- Senior Architect, Alameda County Water District: directed a 250-user Lotus Domino 5.0/cc:Mail migration and coexistence project on schedule and on budget. Implementation of Domino for AS/400 with horizontal clustering.
- Co-Chief Architect, Hughes Space & Communications: provided oversight for migration from cc:Mail to Lotus Notes as company liaison to CSC. Contributed to planning sessions, outlined all steps, identified potential issues, approved configurations and kept project on track, resulting in a successful migration on time and on budget.
- Senior Architect, The Irvine Company: designed and architected a migration/coexistence plan for moving TIC from Novell Groupwise to Lotus Notes/Domino. Completed this project with no loss of data and zero downtime.

EXPERIENCE HIGHLIGHTS**(Continued)**RYNO Imaging Systems, Inc. / RYNO Consulting, Inc., IT Solutions Firm, Benicia, CA

1993 – 1999

DIRECTOR OF TECHNOLOGY, ADVANCED INTEGRATION GROUP

Was recruited to lead strategic infrastructure planning and implementations, network analysis and design, system integrations, messaging system upgrades/enhancements, and project management. Performed as lead Lotus Notes technologist for system administration and development, diagnosing and fixing problems as they arose. Projects included:

- State of CA Department of Consumer Affairs: led a 3-month, 2,000-user cc: Mail to Lotus Notes migration including setting up infrastructure, client installations, change order processes, thorough documentation, and upgrades, meeting deadlines and budgets.
- Senior Architect, Pacific Coast Producers: designed and implemented Domino for AS/400 to support 400 users.
- Senior Architect, HMT (hard disk manufacturer): designed and implemented new Lotus Notes environment for up to 500 users, finishing ahead of schedule and on budget. Provided maintenance and upgrade support for several years after.
- Internal "RYNO" Help Desk: built new application that added workflow automation, improving internal problem resolution tracking.

Lynch, Marks & Associates, IT Services/Integration Company, Berkeley, CA

1992 – 1993

MANAGER--SYSTEMS RESPONSE CENTER

Managed the customer service help desk and directed teams of service engineers to implement and maintain Novell networks for law firm clients. Oversaw large-scale integration projects as lead Novell network engineer. Presented Lotus Notes hardware/software integration systems to clients.

- Wrote a new Lotus Notes help desk application that tracked customer support issues, resulting in more detailed data collection, enhanced project cost tracking, and expedited problem resolution.

Automation Partners International, Inc., IT Services Company, San Francisco, CA

1989 – 1992

MANAGER, HARDWARE ENGINEERING--NORTHWEST REGION

Supervised system installation, integration, maintenance, and support projects for prominent law firms throughout San Francisco Bay area. Dispatched and supervised team of service specialists, and oversaw field services, emergency response, bench services, and telecom support. Environments: Novell networks, LAN/WAN, cc: Mail, MS Mail, Word Perfect Office Mail, and advanced DOS and NOS.

- Designed and implemented new inventory control database system and Return Merchandise Authorization system that established more efficient tracking of all parts on the west coast.
- Earned promotion to management position within just 3 months for building strong client relationships and providing effective solutions.
- Initial exposure to Lotus Notes 1990.

EDUCATION / TRAININGAssociate of Arts, Electronics Technology/Computer Engineering, Heald Institute of Technology, Martinez, CA.

- 4.0+ GPA, Graduated with Honors.

CLP, IBM Lotus Technologies, 1996 – 2008

- OS/2 Warp Server, Lotus Notes/Domino, Domino for RS/6000 Workshop, Lotus Notes OfficeVision, Coexistence and Migration, IBM AIX, Websphere Portal Server, Websphere Application Server.

CLP, Certified Lotus Professional-Principal Level, 1992 – 2008

- Lotus Notes Application Development / R3 through R5.
- Lotus Notes/Domino Administration / R3 through R6.5.