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PROFILE

As an IT Manager: Carried out domain-wide upgrades to Windows 2016 and Exchange 2013. Managed all aspects of the Windows domain including the administration, security, group policy and supervision, firewall, switches, VPN, web servers and content as well as the Exchange server administration and supervision.

As a GIAC certified Computer Forensic Analyst: Performed analyses in cases involving teacher-student involvement, email & document fraud, pornography and trojans. Also set up procedures for Incident Response, Disaster Recovery and Computer Forensics.

As a GBI certified GaCSI Trainer: Delivered Cyber Safety/Bullying trainings for school Administrators, Teachers, Technology Specialists, Library/Media Specialists and Counselors. Also created and delivered separate Cyber Safety/Awareness presentations to various high school teachers and students.

Other tasks involved the wireless network implementation, security and training, IT policy and procedure creation, backup, disaster recovery and malware protection management, website design, implementation and management, G-Suite and Office 365 integration, hardware and software administration, auditing and compliance, server, desktop, laptop and peripheral purchasing, setups and management.

Managed, supervised and assisted Support/Helpdesk services, at all levels, coordinating with other mission-critical services. Quickly identified problems and issues, providing fast troubleshooting and resolution.

EXPERIENCE

- Conducted forensic analyses of suspect computers used for inappropriate reasons
 - Performed network installation, migration, configuration, administration, maintenance, and support of LAN and WLAN technologies, remote access, integrity and security, Internet, Intranet and Ethernet systems.
 - Conducted technology infrastructure assessments for school districts
 - Windows server administration, security, group policy and supervision, including remote access
 - Exchange server administration and supervision
 - Wireless network training and implementation, including security
 - Server, desktop, laptop and peripheral purchasing, setups and management
 - Created IT policies and procedures as well as disaster recovery plans and security awareness presentations
 - Backup, disaster recovery and virus protection management
 - Web site creation and management, including access control and security
 - Support/Helpdesk service management, supervision and assistance, at all levels
 - Hardware and software management, auditing and compliance
 - Contacts and negotiations with 3rd party vendors
 - Dedicated teamwork, decision taking, organizational skills and high-energy work ethic
 - Fluent in French with average knowledge of German
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PROFESSIONAL CERTIFICATIONS

2011	GaCSI Cybersafety Course Trainer	<i>GBI</i>
2006	GCFA Certified Computer Forensic Analyst - Analyst #563	<i>SANS GIAC</i>
2005	CWNA/CWNT Certified Wireless Network Administrator/Trainer - Reg. CWNP307112	<i>Planet3</i>
2004	ITIL Foundation certification in IT-Service Management - Reg. K76DUS508B	<i>EXIN</i>

PROFESSIONAL AFFILIATIONS

AFA CyberPatriot	<i>ex-Mentor</i>
Georgia Cyber-Safety Committee (GaCSI)	<i>Member</i>
High Tech Crime Consortium (HTCC)	<i>Member</i>
Microsoft Digital Crimes Community	<i>Member</i>

CAREER HISTORY

Independent Consultant, 4NZYX

Georgia, USA

Computer Forensic Analyst

October 2006 - Present

- Retained by attorneys as a Computer Forensic Analyst for various civil and criminal cases
- Retained by private clients as a Computer Forensic Analyst for various personal cases

First District RESA - ETC, Department of Education Agency

Georgia, USA

Information Technology Manager

May 2009 – Present

Computer Forensic Analyst

Responsible for the Agency's local network and user support, reporting to the Director. Provided IT and forensic consulting services for 18 school districts.

Additional tasks following agency reorganization:

- Participated in the creation of Cyber-Safety procedures and awareness documents
- Assisted schools and districts in solving their technology issues
- Upgraded servers to Windows 2016 and Exchange 2013
- Upgraded users to Windows 7 and 10
- Setup and managed anti-virus, email spam filtering and phishing solutions
- Managed the PolyCom and in-house video conferencing systems
- Managed software and hardware purchases and their deployment
- Created and managed the agency's multiple websites

Information Technology Specialist

November 2004 – April 2009

Computer Forensic Analyst

Co-responsible for the Agency's local network and user support, reporting to the Director. Managed the agency network and internal support. Provided IT and forensic consulting services for 13 school districts.

- Performed Computer Forensic analyses of school computer systems used inappropriately
- Used Computer Forensic processes to successfully recover files from corrupt and formatted media
- Conducted Computer Forensic testing and studies in various situations
- Created computer related agency-wide policies and procedures, including disaster recovery
- Set up local and offsite backup solutions to ensure data availability
- Administered the local Windows AD network, related security and policies
- Migrated the Windows NT domain to Windows 2003 Active Directory
- Migrated from Windows 2003 server/Exchange 2003 to Windows 2008 server/Exchange 2007
- Set up and administered (among others):
 - Cisco firewall, including VPN
 - Windows 2008/2003 domain servers
 - Windows 2008/2003 web servers for agency websites and student projects
 - Networked backup system (tape, NAS and off-site)
 - Wireless LAN with Radius authentication
 - Centralized anti-malware security management
 - Proactive anti-malware solutions
- Administered the Exchange 2007/2003 email system
- Created secure user and group folder structures, assuring data security and integrity
- Trained users on Microsoft products and Wireless Technology Administration
- Ensured user, consultant and visitor support for Windows Vista/XP/98, on-site or remotely
- Network, desktop and peripheral problem diagnosis and resolution
- Performed on-site technology assessments

CAREER HISTORY (cont'd)

PSINet Europe, Communication services provider Geneva, Switzerland
European Systems Manager December 2002 - August 2003

Responsible for the European Windows NT/2000 network and support (400 users/6 countries), reporting to the CIO.

Additional tasks following promotion:

- Administered the European Windows NT/2000 domain and related security
- Managed the IS personnel (3) and tasks focusing on system availability and support interventions
- Coordinated issue resolution with other development teams and mission-critical services
- Specific server setup, configuration and management (domain, printer, backup, file)
- Purchasing, installation and deployment of hardware and software
- Performed software audits throughout the European offices ensuring license compliance
- Coordinated the integration of newly purchased companies

European IS Regional Supervisor August 2000 - November 2002

Responsible for the regional support (500 users in 7 countries) and Co-responsible for the European support (700 users in 11 countries), reporting to the European IS Manager.

- Supervised the regional support team (6) and related tasks
- Administered the local network (Windows NT) including security
- Managed and coordinated the user accounts (Network, e-mail, applications, etc...)
- Managed all remote accesses (Dial-up, VPN)
- On-call support, nights and weekends - Resolution on site or remotely
- Performed setups of servers, desktops, laptops and peripherals according to company standards
- Top priority given to anti-virus issues and backup procedures
- Creation of administrative and computer related procedures
- Helpdesk interventions at all levels
- Incident management via Remedy tickets
- Reduced significantly the helpdesk response time and issue solving

AdInfo, Management, counsel and computer assistance Geneva, Switzerland
Delegate consultant 1999 - 2000

Delegated to the Geneva State as member of an IS team within the State education service, responding to users' problems and needs.

- Ensured user support on a daily basis, either on-site or remotely
- Performed setups and configurations of workstations within the many Geneva colleges related to the year 2000 harmonization of the public education computer system
- Co-administered the State education Novell network

Palexpo, Exhibition and Congress Center Geneva, Switzerland
Computing service leader 1994 - 1999

Support leader for an exhibition center hosting a multitude of trade fairs.

- Ensured user support of the exhibition center managing office
- Priority given to computer setups, configurations and assistance for the exhibitors
- Managed the Internet and telecommunication ordering and setups
- Managed the Novell network and related security
- Performed setups (OS and software) of desktops, laptops and peripherals
- Setup, supervision and training of the computerized drafting service
- Regularly trained all employees on Microsoft products

EDUCATION

BS in Computer Technology
BS in Civil Engineering

CEBIG
Geneva Engineering School

CAREER TRAINING

3/2012	Cyber-Security: Comprehensive Cyberterrorism Defense (DHS)
11/2008	Cyber-Security: Incident Handling and Response (DHS)
6/2006	Computer Forensic Analyst
4/2006	Computer Forensics
9/2005	CWSP Wireless Security Professional
2/2005 - 5/2005	CWNA Wireless Network Administration
9/2003 - 6/2004	ITIL Methodologies
	Checkpoint VPN-1/FireWall-1 Management 1, 2 & 3 NG
	Implementing and Managing Microsoft Exchange 2000
	Interconnecting Cisco Network Devices
	Administering SQL Server 2000
3/2000 - 7/2000	Administering Windows NT 4
	Supporting Windows NT 4 Core Technologies
	Supporting Windows NT 4 Server Enterprise Technologies

TECHNICAL EXPERTISE

(non-exhaustive)

Servers	<ul style="list-style-type: none"> • Windows 2016/2012/2008/2003/2000/NT • SharePoint 2003 Portal • SQL 2005/2000 	<ul style="list-style-type: none"> • Exchange 2013/2007/2003/2000 • Novell 4 • Linux Ubuntu
OS	<ul style="list-style-type: none"> • All versions of Windows • MAC OS X 	<ul style="list-style-type: none"> • Linux Fedora, Mint & Ubuntu
Hardware	<ul style="list-style-type: none"> • Servers: Dell, IBM, GW • Desktops/Laptops: Dell, IBM, HP, Sony, MAC • Wireless AP: Ruckus, Proxim, Linksys • Printers: HP, Brother, Canon, Epson, Ricoh • Scanners: HP, Canon, Mustec, Agfa, Axis 	<ul style="list-style-type: none"> • Firewalls: Fortinet, Cisco, IPCop • Routers/Switches: Cisco, Dell, Zyxel, HP • Backup: Exabyte, HP, Quantum • Plotters: HP • Handheld: iPad, Samsung, HP, Dell, Palm
Applications	<ul style="list-style-type: none"> • All versions of Office • Fortiguard EMS 	<ul style="list-style-type: none"> • McAfee ePolicy Orchestrator • Wordpress, Joomla, Google sites, WIX
SaaS	<ul style="list-style-type: none"> • Canvas (LMS) • Learning Stream • DuoCircle 	<ul style="list-style-type: none"> • Eduphoria • Spendmap
Mail	<ul style="list-style-type: none"> • Exchange 2013/2007/2003/2000 • All versions of Outlook 	<ul style="list-style-type: none"> • Lotus Notes, Eudora • Windows Mail
Forensics	<ul style="list-style-type: none"> • Helix • Sleuth Kit • Windows Forensic Toolkit 	<ul style="list-style-type: none"> • Autopsy Forensic Browser • WinHex • SIFT
Security	<ul style="list-style-type: none"> • Cain & Abel • Wireshark/Ethereal 	<ul style="list-style-type: none"> • Metasploit • Untangle
Telephony	<ul style="list-style-type: none"> • Avaya 	<ul style="list-style-type: none"> • Meridien
Video conf.	<ul style="list-style-type: none"> • PolyCom • OpenMeeting 	<ul style="list-style-type: none"> • BigBlueButton • Zoom.us