

**Andrew Crane**  
**Big Canoe, GA**  
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My specialty is information technology in general and, in particular, DDI (DNS [Domain Name System], DHCP [Dynamic Host Control Protocol] & IPAM [IP Address Management]). I managed systems in complex environments that provided external & internal DNS services, DHCP, and IPAM. I helped companies sort out their IP addressing schemes: public and private, and also their portfolios of internet domain name registrations.

**Expertise**

- Internet domain names: registrars, renewals, name server records.
- Domain Name System (DNS) internal & external
- Working with Internet service providers to resolve end-user problems
- DDI Systems management (DNS, DHCP, IP address management) – Infoblox & BlueCat
- Windows Active Directory – DNS, DHCP
- Google Workspace (G Suite)

**ACCOMPLISHMENTS (2010s onwards)**

- 2018-20 (Retired) Deployed new (& upgraded existing) DDI management systems. Integrated systems following acquisitions. Created how-to videos for junior staff.
- 2017-18 Built proof-of-concept caching recursive DNS servers on embedded systems - Unbound running on FreeBSD. Optimized low-bandwidth internet connections to improve latency-under-load performance
- 2016 Rolled out new BlueCat-controlled DNS server cluster authoritative for several hundred zones, incl reverse space. Fixed deployment & zone sub-delegation issues. Documented DNS how-tos for customer support representatives. Researched & implemented SPF DNS records for 50-odd mail domains - cutting down email from-address forgeries. Implemented new network monitoring system (Intermapper). Troubleshoot & fixed issues with XHA BlueCat DNS server clusters. Fixed slow name resolution problem through DNS tuning (Windows Server 2008 R2)
- 2015 Managed migrations of appx 2,000 users to new email systems: multiple tenancies & domains. Implemented agency's transition from traditional Windows file sharing to Synology DSM-based private cloud. Diagnosed and fixed major network problem caused by unauthorized bridging device. Deployed new firewalls. Designed & rolled out new wireless network.
- 2014 Managed migration of appx. 40 web sites/domains to new hosting hardware: managing DNS changes, communications with webmaster, sysadmins & users. Created screencast on URL filtering using open source techniques.
- 2013 Managed emergency project of moving appx. 140 sites simultaneously to new centralized URL filtering systems. Installed low-cost open-source-solutions (squidGuard). Saved expense of licensing new proprietary systems. Migrated client from Windows Server 2003 to Server 2008 R2.
- 2011 Implemented new network for client at new office location. Moved client firm to new ISP, migrating from POP/SMTP to ISP-hosted Exchange Server. Made needed changes to Windows clients, DNS records etc.

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### **JOB HISTORY (2000s onwards)**

**ARRIS Inc.**, Suwanee, GA. December 2018 – March 2020  
Staff IT Networks Engineer

- IT Level 4 position on Networks team. Responsible for domain portfolio, IP addressing schemes, domain name systems and DHCP.

**QTS REALTY TRUST, INC.**, Suwanee, GA, April 2016 - October 2016  
Cloud DNS Engineer

- Administer authoritative and recursive DNS infrastructure (BlueCat DDI)
- Commission & put in production authoritative DNS infrastructure
- Work with Windows & Linux admin teams on name resolution issues
- Provide fourth-level resource for name resolution issues escalated from support teams
- Roll out new systems to replace recursive name server infrastructure.

**BOARD OF REGENTS, UNIVERSITY SYSTEM OF GEORGIA**, Atlanta, GA 2014 - 2016  
Senior Network Engineer

- Mentor & train IT administrators & technicians
- Oversee network infrastructure at four locations
- Migrate agency to new policy-based wireless network
- Run multi-tenanted hosted services for state's public libraries: DNS, email, mailing list, web.
- Maintain & upgrade IT infrastructure
- Setup network management systems (SNMP)
- Provide second & third-level support for IT administrators
- Created user training screencasts (Camtasia) to assist migration to new systems (VPNs / web-based email)

**PRINCIPAL, INTERLEAVE GROUP, INC.** Johns Creek, GA, 1999 to 2014

- Information technology consulting for small businesses
- Subcontracted as senior IT Operations resource at Georgia Public Library Service
- Deployment of smartphones using policy-based rules in corporate environment
- Implement centralized hardware monitoring systems (SNMP & WMI)
- Assist clients with migrations to new network service providers
- Assist clients with deployment of new hardware: servers, network attached storage, switching hubs, Wi-Fi controllers & access points

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### **PROFICIENCIES**

- Firewall & Router configuration
- IP Address management & subnetting
- Windows, macOS, Linux
- Infoblox IPAM systems management
- DHCP IP networking
- French (ILR Level 2)

### **EDUCATION**

Sevenoaks School Kent, England  
Advanced Level General Certificate of  
Education majors:

- Business Studies
- French
- English