

**Robert (Bob) Gerrish**  
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## **Turning Impossibilities Into Opportunities**

Business Manager, Application Developer, Database Administrator and System Administrator in a wide variety of business areas. Accomplished IT and Business Professional with demonstrated success implementing strategic initiatives that improved business functionality. Expertise in managing Projects within Food Services, Information Technology (Manufacturing, Freight Billing, and ERP/MRP II environments). Demonstrated success leading and mentoring cross-functional teams in multi-faceted environments in order to maximize the level of productivity.

## **Objective**

I am seeking roles I have enjoyed and excelled at in the past OR exciting new roles I upon which I can leverage my MBA education. Business Manager, ERP Implementation, Application Developer, Database Administrator and System Administrator in a wide variety of business applications and industries. Particularly interested in Linux/Unix Systems Administration, Client/Server Administration, Technical Support, End User Support, Search Engine Optimization, Web Analytics, and Relational Database Design and Implementation. Interested in ERP Implementation, migration projects, leading edge technology and management.

## **Business Skills**

Supervision, Management and Leadership; Business Financial (Accounts Receivable, Accounts Payable, General Ledger, Payroll); Financial Analysis; IT Strategic Solutions development, Organizational Management, Project Management; Manufacturing (MRP II/Accounting/ERP) Implementation and Decision Analysis; Ethics and Social Responsibility; Organizational and Strategic Management; Communication; Time Management; Scientific Research; ERP System Implementation, Training, and Support

## **Computer Skills**

Win/Tel and Unix (HP-UX, Sun/Oracle) Hardware and Software; Linux and Unix; Windows 9x/2000/XP/2003/7; Event Management, Unix Scripting; Windows Batch Files; Network Administration; MS Office.

## **Application Development Skills**

Applications Support; **PICK / UniVerse** RDBMS Administration, Application Design, Development, Programming, Analysis, Implementation and Support – 20 years; End User Training and Support; Quality Management; Project Management

## **Systems Administration**

Windows peer-to-peer, Windows server 2000 and 2003, Unix (SunOS 4.1.3, Solaris 2-11, HP-UX, AIX, SCO, SGI, True64 [DEC/Compac Alpha], FreeBSD, Linux). System hardware configuration, Hardware Maintenance (Sun, HP and Intel based systems), OS Installation, Administration, User Account Management, Shell Scripting (Bourne, CSH, BASH, Korn and PERL) for system for management and monitoring, performance monitoring and tuning.

## **Experience**

**Kingsgate Enterprises, Inc.** Kirkland, WA 2012 – present.

**Consultant in Business Operations and Information Technology including Unix, Linux, Windows, & PICK RDBMS**

- Evaluation and analysis of current business with an emphasis on Information Technology Infrastructure and Future computing needs for a client in Texas.
- Linux small business server engineering and build to replace 10+ year old SCO Unix server running a UniVerse database server.
- Wrote a UniVerse application to easily define printers on a Linux which provides for multiple printing orientations and duplex / simplex selection. Wrote an accompanying application to select printers based on orientation and number of sides and execute the proper SETPTR command.
- Updated multiple application programs to customers specifications.
- Identified database consistency issues and worked with client to resolve the data integrity issues.
- Modified multiple programs that were using HostAccess and PIX for data transfer to write directly to CIFS files for a SAMBA connection with the new server.

**Western Governors University, Washington (wgu.edu) 03/2013 – 03/2015 MBA 03/2015**  
**Student in the MBA in Information Technology Management program.**

Full time university student at Washington Western Governors University (a fully accredited public online University sponsored by 12 of the western states)

**AT&T, Bothell, WA 2006 – 2012**

**Event Management Analyst / Systems Administrator**

- System Administration monitoring and problem investigation on HP-UX, Solaris, Linux and AIX platforms based on alerts from Netcool and Remedy. Resolution of minor problems, escalation of other issues based on standard Methods and Procedures.
- Subject Matter Expert for nightly testing of the Cell Phone Activation application. Responsible for transitioning of the work from offshore, training a different offshore team to perform the work and ultimately transfer the management of the work offshore. This transfer back to an offshore team involved setting up a web based backend maintenance application using BASH, PERL and HTML to replace manual tasks.

**Pizza Works, Bothell, WA 2005 –2011**

**Co-Owner with my wife**

- Business administration, supervising employees, bookkeeping, accounting, advertising and promotion, customer service, researching food industry emerging trends, menu development, social media, purchasing.
- Created new menu for Gluten Free and Vegan market segments.
- Set up and maintained a Linux based firewall & web server, web page design, programming and maintenance, Search Engine Optimization, Web Analytics and a Windows 2003 server for internal business operations.
- Wrote a customer relationship management and tracking system in UniVerse.

**Kingsgate Enterprises, Inc., Bothell, WA 2001 – 2005**

**Computer Consultant, Unix, Windows, & PICK RDBMS**

**President/Partner**

- Support of a UniVerse/ODBC interface to a Windows CE based mobile application running under SQL Server.
- Installed and Implemented DBA PC Based Manufacturing MRP II System.
- Migration of Legacy PICK RDBMS to Windows and Unix based multivalued RDBMS.
- Configuration and Installation of Windows 2000 and 2003 Servers for an SS7 Network Initiative.

**Real Networks, Seattle, WA 2001**

**Core QA Department Unix System Administration Contractor – (4 month contract)**

Maintained 85+ Unix Servers running, including installation, upgrade and patching of operating systems on Sun (Solaris 7 & 8), HP (HP-UX), IBM (AIX), and Compaq (Alpha - Tru64 UNIX) Platforms in support of a product release.

- Install NTP stratum 3 servers to support QA computing network.
- Setup Amanda tape backup server to support the QA computing network.
- Setup apache web server to support internal documentation for Technical Operations.

**Renton Technical College, Renton, WA 11/2000 – 12/2000**

**Substitute Instructor**

- Substitute Teacher at Renton Technical College for the Linux System Administration portion of an Enterprise Networking Program.

**Trim Systems, LLC., Seattle, WA 1999 - 2000**

**Unix System Administrator**

- Documented HP 9000/K420 system and started conversion of system to a high availability system.
- Built and configure several Linux systems to replace NFS sharing from Novell 4.1 systems that were being decommissioned.
- Updated HP-UX, AIX, and SGI Unix systems to Y2K compatibility.
- Oracle DBA tasks as needed.

**Northwest Traffic, Inc./ NTA, Inc./ NPC-Seattle, Federal Way, WA 1992 - 1999**

**Computer Systems Manager (Unix, Linux & Windows Infrastructure and Windows Desktops)**

- Converted MICRODATA Reality minicomputer system to Sun Solaris based system using the UniVerse data base in a 24x7 environment.
- Converted Novell Server to SAMBA / CIFS shares on Unix.

- Installed and maintained the Linux based internet firewall including packet filtering, wrappers, proxy services for outbound connectivity, and inbound FTP and Telnet access services and security.
- Installed Intranet web server and developed HTML based system maintenance information web pages
- Orchestrated Data Center relocation

**Olin, Rocket Research Company**, Redmond, WA

1988 - 1992

**Programmer / Analyst**

- Implemented and redesigned the Accounts Payable system.
- Implemented the Purchasing system.
- Installed UNIX/Universe based, distributed Labor Collection Bar Code based system.
- Designed, developed and implemented a Work Request and Tracking system.

**Kingsgate Enterprises, Inc.**, Bothell, WA

1984 – 2000

**Computer Consultant, Unix, Windows, & PICK RDBMS**

**President/Partner**

- Installation and support of MS DOS / Windows based MRP System for Electronics Manufacturer.
- Installation and support of PICK based ERP systems (various based on MMC).
- Developed Just-In-Time application additions for manufacturing clients using MMC ERP.
- Data conversion of Advanced Revelation data to Access for a county police department.
- Developed commercial software product to export PICK O/S multi-valued data to other computers.
- Developed Full-Screen Editor for PICK O/S Computers.
- Developed QuickBasic MS-DOS based terminal emulator.

**Associates for Management Services, Inc.**, Bellevue, WA

1979 - 1984

*1/82 - 6/84 Manager of Software Support - Software author of an integrated MRP II / Accounting (ERP) system*

- Customer support, software maintenance, quality assurance, and maintenance of user documentation of the integrated MRP II / Accounting (ERP) system on PICK / Multivalued, PRIME, and HP 3000 computers.

*10/81 - 1/82 Product Support Manager*

- Customer support of integrated MRP II system on PICK operating system computers.
- Supervised two support analysts.

*10/80 - 9/81 Senior Systems Analyst*

- Management of a major re-write of integrated MRP II system on PICK operating system computers.
- Supervised four programmer analysts.

*6/79 - 10/80 Senior Programmer*

- Responsible for client support, customer education, software support.
- Supervised two programmers.

**Lamb-Grays Harbor Company**, Hoquiam, WA

1978 - 1979

**Computer Operator/Programmer**

- Responsible for operation, documentation and programming of manufacturing and financial software on an NCR Century 101.

**Thurston County Central Services Department**, Olympia, WA

1977 - 1978

**Programmer Analyst**

- Converted a manual book keeping system to PICK / Multivalued operating system / database computer.

**Central Washington University**, Ellensburg, WA

1976 - 1977

*Student* Attending graduate school: Graduate studies in educational media and computer science

*Student Assistant in the Computer Learning Center.*

**The Evergreen State College**, Olympia, WA

1973 - 1975

**Learning Center Manager - Audiovisual Learning Center in physical, biological and social sciences.**

- Developed computer based cataloging system for print and non-print media; Developed and maintained computer tutorial and testing system; Developed a Computer Assisted Instruction authoring language system.
- Produced and packaged audiovisual learning materials.
- Developed Computer Assisted Instruction (CAI) Authoring Language, which enabled College Professors to write Computer Aided Instruction learning packages without programming.
- Supervised student employees.

**Education, Training, Certifications and Years of Industry Experience**

**March, 2015**

**Robert (Bob) Gerrish, MBA**

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**Education**

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**2013 – 2015 Washington WGU, online public university serving 12 of the western states**

**MBA in Information Technology Management – March 2015**

Term 1	E-Business	IT Project Management	Human Resources
Term 2	Social Responsibility	Leadership	Financial Analysis
Term 3	Decision Analysis		IT Strategic Solutions
Term 4	Organizational Management		Strategic Management
	MBA, Information Technology Written Capstone Project		

**Shoreline Community College, Seattle, WA**

Oracle Data Based Business Analyst Certificate.

**Central Washington University, Ellensburg, WA**

Graduate Studies in Educational Media, Computer Science and Library Science.

**The Evergreen State College, Olympia, WA**

BA Environmental Botany/Biology and Computer Science.

**Centralia College, Centralia, WA**

AA Pre-Engineering.

**Other Training (1991 - 2002)**

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Oracle Data Modeling and Relational Database Design	Oracle Managing Data
Oracle Discoverer for End Users	Sun Solaris System Administration
Oracle Discoverer for Administrators	SCO UNIX System V System Administration
Oracle SQL and PL/SQL	Total Quality Management (TQM)
Oracle Extended Data Retrieval with SQL	Alamo Problem Solving
	EPA Stream Walk (Stream Quality Assessment)

**Current Certifications**

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(Certifications from Brainbench [www.brainbench.com])  
<http://www.brainbench.com/transcript.jsp?pid=5931174>

Unix Administration - General	Server Administration
Unix Administration - Solaris 8	Accounts Payable Fundamentals
Unix Administration - HP	Accounts Receivable /
Information Technology Terminology	Billing Fundamentals
BASH Shell Scripting	Business Writing
Disaster Recovery and Planning	Customer Assistance
Internet Security	Payroll Fundamental
Networking Concepts	Project Management

**Community Involvement**

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Organizing Committee – Friends of Big Finn Hill Park Trails  
 Local Parks Work Parties Volunteer

## Data Processing Summary

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### **Applications Design & Implementation**

User Experience (UX) Design	10 years
Requirements Analysis	16 years
Design	16 years
User Interface Design	10 years
Implementation	16 years
Documentation, user, technical	5 years
Testing / Validation	10 years
Maintenance	10 years
Direct End User Support	10 years
End User Consulting	10 years

### **Programming Languages**

BASIC	6 years
PICK BASIC	19 years
COBOL	3 years
HTML	2 years
C	1 year
JAVA	< 1 year

### **UNIX shell scripting**

BASH	5 years
Bourne	5 years
C shell	7 years
POSIX / KSH	1 year
PERL	1 year

### **WWW Support**

Web Page Design & CGI scripting	2 years
Apache Web Server Installation & support	2 years

### **Data Bases (includes Administration, Design, Analysis and Programming)**

IMAGE/TOTAL	1 year
CODASYL compliant RDBMS	3 years
Computer Assisted Instructed Authoring Languages	4 years
Oracle	1 year plus
Oracle DBBA training in 2002	
Paradox plus other MSDOS Databases	4 years
PICK (includes MICRODATA, Advanced PICK, PRIME INFORMATION, & UniVerse, Revelation and AREV)	19 years

### **Computer Security**

System, Data Base, Internet, Data Recovery, Disaster Planning, Disaster Avoidance and Disaster Recovery	10 years
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### **Operating Systems**

PC/MS-DOS	15 years
Windows 3.x	6 years
Windows 95/98/NT/2000 Server/XP/2003 Server/7	12 years
OS/2	6 months
OS/9 (real time OS from Microware)	2 years
PICK O/S	18 years
PRIME O/S	2 years

### **UNIX variants**

AIX	1 year
FREEBSD	1 year
HP UX	2 years
Linux includes Slackware, Red Hat, SUSE and Unbuntu	6 years
SCO Unix	2 years
SGI	1 year
Sun O/S 4.1.3 (Solaris 1)	7 years
Solaris 2 through 11	2 years
Tru64 (Dec Alpha)	6 months

### **Communications**

Internet including TCP/IP, DNS, DHCP	8 years
Serial/Modem (RS232)	13 years
Personal Computers to and from PICK O/S	6 years
Peer to Peer networking including MS Windows	8 years
Unix networking (including FTP, RFS, UUCP, and NFS)	8 years

### **General Applications**

Microsoft Office Products	10 years
PC/Windows Based Spreadsheets and Word Processors	15 years
PC Based Publishers	10 years
PC/Windows based databases	15 years
Integrated Manufacturing MRP II / Accounting Packages (ERP Systems)	10 years
Minicomputer Multiuser Accounting Packages	7 years
Governmental and Non-Profit Accounting Systems	2 years

### **Hardware**

Printers, Modems & Other Peripherals	10 years
HP-UX N and K servers	2 years
HP2000C/F & HP3000	4 years
Legacy Computers including NCR Century 101	3 years
Intel Based Servers	5 years
IBM PCs & PC (Includes Troubleshooting & repairs)	16 years
Sun SPARC stations and ULTRA SPARC stations (includes troubleshooting and hardware replacement)	5 years