

DAVID K. DRUM
3100 Skylark Drive, Columbia, Missouri 65203
573-489-8468 david@taleos.com
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DIRECTOR OF RESEARCH COMPUTING SUPPORT SERVICES

Experienced IT professional with a proven ability to turn new technologies into production services. Previously responsible for production services to 219,000 customers and 877 member organizations reaching 1.3 million people. Consistent service availability above 99.98%. Complementary experience in Geographic Information Systems and Transportation Engineering. Proficient in management essentials including human resources, budget administration, business communication, staff development, procurement and policy and procedure development. Competencies include the following:

- High Availability Enterprise and Internet Services
- Production Deployment of Emerging Technologies
- Effective Internal and External Communication
- Service Expansion with Limited Resources
- Geographic Information Systems
- Service Lifecycle and Project Management
- System and Application Security
- Standards-based Application Development
- Facilities Management and Engineering
- Public Sector/Education Experience

PROFESSIONAL EXPERIENCE

MISSOURI RESEARCH AND EDUCATION NETWORK, COLUMBIA, MISSOURI, JULY 1993–PRESENT

Research Manager, October 2010–present

Combine member input, educational technology trends and organizational strengths to identify, evaluate, develop and launch new member-facing services. Projects include:

- Designing research grants for transformative education and library services.
- Launching IaaS services: virtual servers, physical server colocation and cloud storage.
- Launching PaaS services: data backup, identity federation.
- Launching SaaS services: Moodle learning management system, digital object repository.
- Coordinating consortium buying agreements for Microsoft licenses and Entrust SSL certificates.
- Social network analysis of MOREnet K-12 technical coordinators.

Manager of Systems and Programming Group, January 1998–October 2010

Directed all operational aspects of enterprise and customer-facing host-based services at independent business unit of the University of Missouri. Held accountability for one-quarter of all member-facing services with support responsibility for another quarter. Managed nine-member Expert- and Principal-grade team. Consulted with members on enterprise services and applications in sensitive political environments. Worked with clear understanding of non-profit and public-sector culture including stakeholder groups, political constituencies and legislative processes. Fulfill GIS requests which facilitate internal decision-making processes and communicate organization's impact to members, stakeholders and the public.

- Charged with operation of all production enterprise and development UNIX/Linux and Windows servers including Oracle and MS SQL databases, application servers, common Internet services, videoconferencing gatekeepers and back-office services.
- Designed and introduced WWW and email services for public schools, libraries and higher education constituencies.
- Enhanced email service with secure webmail access. Webmail service is load balanced with automatic failover and processes 5.4 million page views per month.
- Launched antispam/antivirus service for constituencies. Service processes over 2.2 billion emails per year.
- Initiated and implemented organizational GIS management, modeling, data acquisition and development, analysis and cartography.
- Deployed statewide e-Conferencing system in a geographically diverse, three-tiered, clustered architecture.
- Operated statewide WWW content-filtering system for public libraries and public schools. Service processes over 4 billion hits per year.
- Developed domain name service available to 877 sites with a population of half a million connected computers.
- Initiated parallel domain name service offering results filtered against sites known to host malicious software.
- Accumulated several hundred system-years of operations without any type of security compromise.
- Minimized impact of new services on support staff by developing intuitive application interfaces and behaviors.
- Assisted law enforcement investigations including subpoena requests, evidentiary matters and chains of custody. Have been called as a prosecution witness in Federal Court.

EARLY CAREER EXPERIENCE

UNIX System Administrator, April 1996–January 1998

- Administered customer-facing and internal enterprise services on two dozen Sun Microsystems servers. Maintained high service availability with no security incidents or data loss due to system failures.
- Managed full-time and graduate-student programmers developing WWW-based tools in support of K-12 schools, public libraries and public-access Internet organizations in Missouri.
- Managed email and WWW servers and developed custom programs under a consulting arrangement with agencies within the State of Missouri Office of Administration.

Programmer, October 1994–April 1996

- Initiated development of WWW-based user environment in support of K-12 schools, public libraries and public-access Internet organizations in Missouri. The environment brought email, WWW browsing, IRC, FTP and Usenet access to tens of thousands of rural Missourians in the early days of the Internet boom, and was instrumental in attracting a \$6 million grant from the State of Missouri.

Graduate Research Assistant, July 1993–October 1994

- Initiated development of and was fully responsible for an account administration tool eventually used by hundreds of organizations to manage over 60,000 email accounts.

EDUCATION

- Coursework completed toward a Master of Science degree in Civil (Transportation) Engineering, anticipated graduation May 2014, University of Missouri-Columbia
- Graduate certificate in Geographic Information Systems, December 2009, University of Missouri-Columbia
- Continuing education via conference attendance and training in the fields of Management, System Administration and Geographic Information Systems, 1997–Present
- Graduate coursework in Computer Science, 1993–1996, University of Missouri-Columbia
- Bachelor of Science in Computer Science, May 1993, University of Missouri-Columbia

PROFESSIONAL ACTIVITIES

- Campus Representative, USENIX—The Advanced Computing Systems Association, 2006–Present
- Member, USENIX—The Advanced Computing Systems Association, 1997–Present
- Secretary, Missouri GIS Advisory Committee, July 2003–Present
- Member, Missouri GIS Advisory Committee, July 2002–Present

- Short Courses Chair or Co-chair, 2010, 2012 and 2014 Mid-America GIS Consortium (MAGIC) Symposium
- Short Courses Chair or Co-chair, 2005, 2007, 2009, 2011 and 2013 Missouri GIS Conferences
- Instructor, 2010 MAGIC Symposium
- Instructor, 2009 Missouri GIS Conference
- Session presenter at various regional GIS conferences since 2005.