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IT Consultant

Current

Verus Design
Chattanooga, Tennessee

Provide consulting services for small and medium businesses.

- Maintain firewall, collaboration, and security tools for Nutramax Laboratories.
- Develop and support local customers; consult on effective and secure use of information technology.

IT Director

October 1999 to July 2005

Nutramax Laboratories, Inc.
Edgewood, Maryland

Manage and improve web site; administer and improve computing network.

- Select new web host and redesign web site based on customer needs: quick site response, consistent appearance, easy navigation, and proper operation in multiple browsers. Used software tools and contractors to achieve desired results for nutramaxlabs.com. Web server reports, evaluation sites, and customer e-mails provide the measurements.
- Monitor customer e-mail contacts and modify site design and content to provide the desired information directly on the site.
- Coordinate electronic commerce site: design, workflow, deployment, maintenance, and reports. Setup merchant account.
- Manage vendors and consultants to maintain information availability and to upgrade hardware and software. The computing environment grew from 3 servers and 35 computers in one building to 10 servers with 145 computers in two buildings, connected with a Gigabit wireless link.
- Specify, configure, and maintain security technologies, such as firewall, web and e-mail filters, corporate anti-virus, and anti-spyware; balanced productivity and risk.
- Specify, configure, and maintain information availability: servers, appliances, vendors, and software which provide tape autoloader backup, file and printer sharing, web hosting, Internet service providers, e-mail, instant messaging, and
- Harden servers and workstations to best practice standards, verify proper operation after changes.
- Upgrade e-mail server from Sendmail to IBM Lotus Domino, trained employees on Domino and IBM Lotus Notes collaboration tools, such as routing, workflow, and approval.
- Migrated Domino and Notes from 5.x to 6.x and then to 6.5.
- Added and maintained Lotus Instant Messaging and Web Conferencing (Sametime) and Lotus Team Workplace (Quickplace)
- Design, build, and maintain collaborative and workflow applications for various departments, using Lotus Domino, Designer, and Notes.
- Conduct audits and searches for legal matters and human resource issues.
- Provide network plans to senior management, including expense and capital budgets, capacity increases, offsite media storage, upgrades, security policies, acceptable use policies, documentation, and procedures.
- Hired and trained Network Administrator and IT Manager.
- Technology skills: Cisco, AIX, Linux, Watchguard, Sonicwall, Cognos, PowerPlay, IBM Lotus Domino, Lotus Notes, SurfControl, Sonicwall, Watchguard, Symantec, Veritas, Etime, ScriptLogic/Desktop Authority, Proxim, IBM and Dell servers and PCs, Windows server 2000

and 2003, SQL server 2000, Navision, Wonderware, and EDI.

- Equipment experience: router, firewall, switches, copper and fiber cabling, servers, printers, wireless link, and data acquisition.

IT and Customer Service Manager

January 1998 to October 1999

Direct Measurement Corporation, a division of FMC, Inc.
Boulder, Colorado

Led information technology and customer service efforts for a startup company that produced straight-tube Coriolis mass flowmeters for gas flow.

- Created and implemented training, workflow, quota, and measurement plans for sales, technical, and field support.
- Planned and managed service budget for headquarters and field support.
- Hired and trained customer service employees.
- Participate in flowmeter design, test, and field service processes.
- Assisted FMC sister company in Norway with technical, communication, and service projects for ultrasonic flowmeters for gas flow measurement.
- Led migration from Microsoft Exchange and Outlook to Lotus Domino and Notes, coordinated work with FMC Corporate IT employees.
- Implemented IBM Lotus Domino-based Over Quota, a sales force automation and customer relationship management tool.
- Prepared and delivered training and instructional materials for sales and service people.
- Led FMC local site audit, ensuring that computer and telecommunication systems complied with security and reporting requirements across LAN and WAN.
- Participate in FMC corporate IT effort to use consistent tools and processes.

Customer Service Manager

October 1996 to January 1998

Micro Motion, Inc., a division of Emerson Electric, Inc.
Boulder, Colorado

Lead 26 Application Engineers and Technicians in telephone support, field service, and training.

- Manage performance evaluations and personal plans.
- Manage \$2,000,000+ budget.
- Coordinate 24-hour pager support and response process.
- Coordinate training, scheduling, and billing for field technician network at Rosemount, Inc., a sister division.
- Lead expert system creation, coordinating consultants and subject matter experts.
- Support self-directed work teams project.
- Attend week-long Center for Creative Leadership session.

Area Marketing Manager

October 1994 to October 1996

Micro Motion, Inc.
Boulder, Colorado

Provide sales and technical leadership to 13 sales representatives in the Western sales region.

- Train, advise, and support employees and customers.
- Coordinate factory responses to employee and customer issues.
- Manage performance evaluations and personal plans.
- Participate in strategic planning, marketing, setting quotas, and budgeting.
- Coordinate with sister companies for project collaboration.
- Created "University" agenda for National Sales Meeting, participated in event planning and the

meeting.

Sales Representative

December 1990 to October 1994

Micro Motion, Inc.
Richmond, Virginia and Atlanta, Georgia

Sell and support Coriolis mass flowmeters; evolved from individual role to leadership role:

- Led the formation of the Sales Advisory Board, designed to increase customer and salesperson communications with headquarters-based employees and processes.
- Led the sales force involvement in sales and service automation project, a Customer Relationship Management tool.

Engineering Manager

October 1989 to December 1990

Controls Southeast, Inc.
Charlotte, North Carolina

Lead design, fabrication, and installation projects for industrial heat tracing equipment.

- Evaluate customer requirements and prepare quotations for industrial heating projects and parts.
- Design parts and supervise fabrication and installation.

Development Engineer

January 1988 to October 1989

Micro Motion, Inc.
Boulder, Colorado

Design, test, build, and field test High Temperature Coriolis mass flowmeter.

- Use finite element analysis, modal analysis, and other tools to design and evaluate flowmeters for elevated temperatures.
- Present and justify project costs to senior management, to meet performance and gross margin requirements.
- Build, install, and support field tests to verify accuracy and repeatability specifications.
- Consult with patent attorney to clearly define invention in patent application.
- Support other engineering projects, including calibration laboratories, manufacturing issues, and vendor issues.

Sales Representative

January 1985 to January 1988

Micro Motion, Inc.
Atlanta, Georgia and Mobile, Alabama

Sell and support Coriolis mass flowmeters - premium price and performance instruments for industrial flow measurement.

- Manage sales territory - meet sales quotas, provide customer service, coordinate factory assistance, modify demonstration equipment, and learn how to serve customers.
- Develop and present technical training sessions for coworkers and customers.

Education

September 1980 to December 1984

Cornell University
Ithaca, New York

Bachelor of Science in Mechanical Engineering

Certification

July 2001

GIAC Security Essentials Certified

SANS
Bethesda, Maryland



February 2005

**IBM Certified Advanced Systems
Administrator – Lotus Domino**

IBM Lotus
Cambridge, Massachusetts

