

FRANK STEELE

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SUMMARY:

- More than 25 years leading tech support and IT operations staffs, with a strong Mac focus.

EXPERIENCE:

2012 - 2020

NCR Corporation, Atlanta, GA

Apple Architect/Infrastructure Ops Engineer III

- Planned and implemented policies and technology to support a corporate Mac environment deployed to almost 1800 Macs.
- Implemented Mac MDM through Jamf Pro, including policy enforcement, software distribution, configuration profiles, Active Directory and SCCM integration, and App Store Volume Purchase Program.
- Created Python-Objective C application to bring existing Macs into compliance with corporate Mac policies.
- Supervised creation, testing, and deployment of Mac images for macOS versions from 10.9 (Mavericks) through 10.15 (Catalina).
- Worked with SMEs throughout IT organization to integrate Mac with their tools and vice versa.

2007 - 2012

INFAX, INC., Duluth, GA

Software Product Engineer

- Created Macintosh client for company's flagship WinFIDS flight information display system. Led rollout of 425-client Mac system at Philadelphia International Airport.
- Developed Cocoa/Objective-C system to interact with Windows Server running WinFIDS.
- Created utility scripts to handle automated system administration, including IPFW firewall scripts, launch daemons, and reboot script.
- Configured all project Macs, including 425 Mac minis w/OS 10.5, Xserve with OS X Server 10.5.
- Remotely administered project Macs and Windows servers through Apple Remote Desktop and Microsoft Terminal Services.
- Trained PHL electronics shop on WinFIDS, Mac troubleshooting.

2000 - 2006

SIGNPOST NETWORKS/MASS TRANSIT NETWORK, Atlanta, GA

Chief Operations Office/Chief Technology Officer

- Responsible for all operational aspects of a startup advertising-supported digital display company focused on public spaces, especially transit authorities. Mac-centric office and development environment.
- Managed deployment of display networks in Metropolitan Atlanta Rapid Transit Authority (MARTA) and Greater Cleveland Rapid Transit Authority.
- Bid, specified, and managed development of a rider notification system for Virginia Railways Express.
- Wrote technical component of bids and proposals; assisted with other aspects.
- Maximized corporate IT value through use of open source tools, including Linux, Python, and Apache.

- Led development of software to wirelessly broadcast and display MARTA next train data on MTNI signs and to acquire and distribute content from CNN and other providers.
- Developed wireless handheld client/server solution for use by quality assurance team.

1996 - 2000

CNN INTERACTIVE, Atlanta, GA

Assistant Support Lead/Technical Lead for Infrastructure

- Led team growing to 9 employees that implemented and supported the infrastructure behind CNN.com, the most popular news site on the Internet.
- Managed file servers, audio and video encoders, and a 3,000 square foot data center.
- Evaluated a variety of file server and NAS solutions, including Cobalt RaQ, Apple Network Server, and Quantum SnapServer.
- Oversaw redesign of primary CNN Interactive intranet site.
- Managed raw news feeds from a variety of sources, including satellite dishes, receivers, and servers.
- Zero staff turnover during height of the dot-com boom.

1993 - 1995

ACCESSIBLE COMPUTER SERVICES/THE COCA-COLA COMPANY, Atlanta, GA

Office Systems Specialist

- Supported in-house mail, calendaring, contacts application with approximately 20,000 users worldwide.
- Selected to rapid-response team targeted at reducing unscheduled product downtime on IBM file servers running Novell Netware.
- Provided third-tier support for MacOS and Windows KO/Office client software.
- Liaison between support and development team for Mac KO/Office client software.
- Helped develop corporate MacOS standards, served as pilot Windows '95 user.

1990 - 1991

UNIVERSITY SYSTEM OF GEORGIA BOARD OF REGENTS, Athens, GA 1990-1991

Project Leader

- Designed and authored a Macintosh HyperCard/MitemView application to access three university library on-line card catalogs via modem through a common interface from anywhere in Georgia.

1989 - 1993

THE UNIVERSITY OF GEORGIA, Athens, GA

Site Supervisor

- Responsible for technical, operational, and personnel issues in 1-3 computer labs with IBM 3278 terminals and Macintosh and PC-compatible microcomputers.
- Worked with CS student to develop Mac-based "Carlton" management software.
- Managed AppleShare file and print server software; later Novell NetWare.

EDUCATION:

- Certified Jamf Administrator
- University of Georgia, Athens, GA
 - B.A. English
 - Three additional quarters of computer science/math