

Christian Sacks

36 Langdale Avenue, Ramsgate, Kent, CT11 0PG, UK.

Profile:

Hard-working, driven and focused. Experienced in multiple positions within the IT Sector in both commercial and educational environments. Can communicate effectively and can work independently and as part of a team. Excellent problem-solving skills, resourcefulness and adaptability.

Key Skills:

- Programming skills include;
 - Bash scripting, JavaScript, HTML, PHP, MySQL
- Application skills include:
 - Oracle Virtualbox, TeamViewer, Wireshark, Microsoft Office suite (O365 and older), Open Office suite
- Operating systems;
 - Linux Desktop; Ubuntu, Fedora
 - Linux Server; Ubuntu, Fedora, CentOS, Redhat Enterprise Linux Server
 - Windows Desktop; 10/8.1/8/7/Vista/XP/2000/Me/98/95/3.11/3/2
 - Windows Server; 2012, 2008, 2003, 2000, NT 4.0, NT 3.51

Key Achievements:

- Created a staff counter & login solution for an international hardware/software company in San Francisco using the Icomera X6 mobile internet routers platform for internet connectivity, a Wave ID pcProx card reader, some bash scripting, a MySQL database and a PHP front end to display and export the data allow Apple, Inc to monitor staff getting on and off of their staff buses, when they do and the location using GPS of any "card swipe".
- Created a CCTV solution for a large mass transit agency in San Luis Obispo, CA for use on their buses that uses the Icomera X3 mobile internet routers platform for internet connectivity, running a VM with Ubuntu 17.10 Server, exacqVision server software and exacqVision web client services, along with the exacqVision desktop client application. The Icomera X3 devices use a proprietary protocol to aggregate links into one large pipe, that pushes all data through a "gateway" and then out onto the internet. Using this technology I was able to use VPN to link directly to each VM in realtime and see live video data for all vehicles.
- Created an onboard location and infotainment solution with the help of a software company in Denmark for a Boston based Transportation Authority to be used on their ferries travelling around the Boston bay area. The solution comprised of an Icomera M4X mobile internet router, a VTC-1010 SFF i7 Computer running Ubuntu Desktop and Google Chrome, with the addition software provided by the software company, also using an HLS network streaming device to stream a satellite TV signal over the network onboard and all this would be displayed on 3 TV screens through the ferry, displaying the TV signal, plus the current destination and location of the ferry and any passenger announcements.
- Became one of the 10 members of the Icomera "SWAT" team after being voted in by the board for one of the few members of staff who had a certain level of technical competence with the products and how each runs from both a hardware/software point of view and a customer use point of view.
- Moved to the US to start the US office and install and maintain the internal network, computer systems, VoIP telephone system, and general support for the internal staff as well as training for staff and customers in the products.

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Work Experience:

ICOMERA US INC - Rockville, MD, USA

Senior Systems Engineer - Jan 2017 – Feb 2018

Moved to the US with the company to help start up the US office, bringing my already gained knowledge and skills so that we could have the ability to broaden the market into the Americas. Being responsible for deep troubleshooting of all US customers devices, internal staff support, development of solutions, maintaining the various servers, gateways and other integrated infrastructure. Introduced tools and created tools to allow support staff to monitor devices / vehicles in the Network Operation Center in realtime to prevent disasters. Creating, implementing and supporting solutions for multiple Class 1 Rail customers in the US.

ICOMERA UK LTD - Chatham, Kent, UK.

Various Roles (latest to oldest) - Jan 2013 – Jan 2017

While in the 3rd line and IS/IT team, I was responsible for internal deep troubleshooting of the product, our infrastructure, installation of servers, maintaining servers, gateways and routers. I was also responsible for updating the various knowledge bases, wikis etc and any other support documentation.

After moving to the Development UK team, I was responsible for supporting, maintaining and implementing current and new feature sets within the router firmware. Daily scrums, weekly commitments and challenges on top of supporting internal staff and external companies with training of the product and researching new technologies and features to be included in the portfolio of features that already existed.

Starting off in the Technical Support team, I was initially responsible for looking after customers' devices that were in the field, making sure they were always online and working, and if any failed arranging RMA of the unit(s) and repairing them and sending them back to the customer. Occasionally visiting customer sites to commission new installations.

Other Work:

During my career, I have had various IT related roles, including working on a help desk at Pfizer Central Research in Sandwich, Kent as a Tier 2 & 3 Support Technician. I have been an IT manager at a high school and outside my IT work I have held various roles within the railway industry, from leading trackman as part of a team building new railway track and the technical side performing surveys and designing new track.

Education:

1989 – 1994	St Georges C of E High School, Broadstairs, UK	8 GCSE's (US High school Diploma equivalent)
1994 – 1995	Thanet College, Broadstairs, UK	GNVQ and BTEC National Diploma's in IT (Associate and Bachelor's Degree equivalent)
2011 – 2012	Open University (online)	Foundation degree in Natural Sciences (Associate Degree equivalent)
2011 – To date	Home Study	Linux LPIC-1 (LPI), Linux LPIC-2 (LPI), Linux+ (CompTIA), A+ (CompTIA), Security+ (CompTIA) MCSE Windows Server 2008 R2 MCITP Enterprise Desktop Support Technician Windows 7

Other Interests:

Church life and theology, Family, Friends, Motorcycles, Cars, Photography, Science, Technology, Voluntary Work, Reading, Walking/Hiking, Music.

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