

John E. Hieb

Professional experience:

2006: Chief Technical Officer, **e-DataEvidence**, a company providing full-services e-discovery consulting and file processing of computer-generated data for law firms and corporate counsel, with particular emphasis on emails, using best-practices protocols and analytics for distilling relevant digital evidence for use in litigation.

2004 - 2006: President, **Integrity Migration Services**, a company specializing in data migration, email conversion, and e-discovery

2000 - 2004 **Fios Inc.**
Portland, Oregon
Manager of Migration Services

- Researched, and acquired custom tools, automated, and documented the method that Fios uses to extract email from various platforms such as Exchange, Outlook/Express, Netscape, Eudora, AOL, ExpressIT, and various other RFC822 email platforms while maintaining metadata and Chain-of-Custody.
- Created a department Responsible for data restoration and email conversion. Setup procedures and QA methods. Used various tools and data restoration hardware to restore data.
- Managed projects and worked with Outsource Vendors, Customers, and Development to determine best methods for restoration and email conversion. QA'd output for accuracy and completeness.
- Managed LAN segment; Windows Servers with all versions of Windows for client machines. Purchased and operated Tape Libraries used for data restoration.
- Responsible for high profile litigation support and collection for multi million dollar lawsuits.
- Created and maintained accurate file level Chain-of-Custody by creating databases in Microsoft Access and Microsoft SQL Server.
- Managed and lead 2 employees. Responsible for work assignment and performance evaluations.

1998 - 2000 **Clackamas County**
Oregon City, Oregon
Senior Support Analyst (Lead)

- DB Administrator for Applix Help Desk software. Customized server, automated call escalations, and notifications.
- Microsoft Exchange 5.5 email account administration.
- Performed Help Desk support to County employees. Supervised the work to of 3 or 4 Help Desk staff. Assigned field work to 10 technicians.
- Day-to-day operations and system maintenance of technical Lab workstations.
- Monitored information regarding the nature, quantity, and resolution to user inquiries and problems.

1996 - 1998 **Timberline Software**
Beaverton, Oregon
Senior Support Representative

- Provided top tier support for in-house Customer Support Representatives and customers. Helped Representatives and Customers solve Timberline Software installation and performance issues.
- Setup and Maintained Technical lab for software testing.
- Gave Introductory level training classes for Windows Networking to new Support Representatives.

1993 - 1996 **City of Beaverton**
Beaverton, Oregon
Systems Operator

- Tested new systems and system changes. Updated, wrote, and maintained documentation for Information Systems.
- Provided user support for both hardware and software. Implemented a Help Desk system using Track-IT.
- Loaded software onto systems.
- Conducted research on specific systems problems and resolved with end user. Researched application issues and coordinated resolutions with Programmers, PC Support, or directly.
- Systems Operator on Wang VS65 and HP3000 Mini Computers.
- Scheduled and maintained security backups on Mini-Computers, Novell, and Windows NT.

1984–1993 **United States Army**
Various Locations
Engineer/Sergeant

- Secret security clearance
- Performed Maintenance on Gas/Diesel engines and Power Generation Systems.
- Medical Lifesaver Certificate, Clerical Certificates, and Maintenance Certificates.
- Graduated top 10% Army Non-Commissioned Officer Academy.
- Awards – Army Achievement Medals, and Good Conduct Medals.

Education:

2003 B.A., Business Administration, George Fox University

Professional Development:

Certified Helpdesk Analyst from Help Desk Institute
Manage and Helpdesk Operations, and Essential Skills for Helpdesk Analyst
Certificates
Leadership Training for Lead Workers Certificate
Seagate Crystal Reports Level 1 & 2 Certificate
Managing Applix Enterprise Software Certificate
LAN/WAN Protocols Certificate, Bridges, Routers and Switches Certificate
Supporting Windows NT 3.51 Server, Implementing NT 3.51 Server and Domain,
and Supporting Windows NT 3.51 Certificates
Microsoft SQL Server 4.2a Certificate

Technical skills:

Operating Systems: Windows 95/98/ME/NT/2000/XP (Workstation and Server), some Novell Netware and Redhat Linux. Proficiency in MacOS.

Hardware: Rack Storage Systems, Servers, Routers, Switches, BIOS/Firmware Updates/Debugging, PCs, DDS3, DDS4, DAT72, DLT/SDLT Tape Libraries.

Software/Tools: MS Office, Access, Project, Visio, Ghost, Norton Utilities, Antivirus Software, ArcServe, BackupExec, MMPC, UniAccess, Transend Migrator, SQL Server.

Programming: MS-DOS batch files and minor VB.NET

Networking: LAN/WAN, Ethernet (10/100/1000), TCP/IP, FTP, Cable Routing and Network Planning and Testing.

Email Applications: Microsoft Exchange, Novell GroupWise, Lotus Notes/Domino, Netscape, Outlook, Outlook Express, ExpressIT, RFC822 Standard