

GINA MINKS

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SUMMARY:

Social Media expert and Instructional Designer experienced in developing technical training instruction for internal personnel, partners, and clients. Proven ability to manage instructional projects, perform needs analysis, determine of delivery type, and develop and deliver courses. Looking to utilize my skills to design and develop technical training using social networking technology as the delivery platform.

EXPERIENCE:**EMC, Franklin MA****2006 – Present**

\$9 billion company that is the world leader in products, services, and solutions for information management and storage.

Senior Technical Education Specialist

Design and develop technical training in support of the Proven Professional Curriculum.

- Responsible for developing courseware supporting EMC's network configuration and compliance software. Worked consultatively with previous owners of training content as well as audience representatives to develop EMC training on the software. Planned courseware, ordered and set up lab equipment, developed and delivered courses. Serve as a Subject Matter Expert in the Resource Management Group.
- Early adapter of EMC's Social Media platform. Created an internal weekly round-up of Storage industry blogs. Created a team to maintain the round-up, mentored others to blog effectively. Drove my group's participation on the internal Social Media platform, introducing wikis, message boards, and blogging as a way to effectively reach our student audiences.
- Introduced Knowledge Worker Competency training series to introduce Education Service personnel to social media technologies.
- Participated in test writing workshops in support of the EMC Proven Professional Certification Exams.

Perceptive Informatics, Lowell, MA**2004 – 2006**

A subsidiary of PAREXEL that develops and markets technology products and services to pharmaceutical, biotechnology and medical device industries.

Build and Release Engineer (2005 – 2006)

Implemented and managed the Build and Release process for four core products.

- Developed working models of Software Configuration Management (SCM) tools using CruiseControl and AntHill. The models were developed to integrate seamlessly into the existing environment, and were designed to be accessible by teams in several geographic locations.

Technical Operations Engineer (2004-2005)

Administered mixed environment of approximately 200 Windows, 60 Linux servers, and 2 SANs that hosted web, voice, and fax applications which supported clinical trials.

- Served as point person for Linux administration, responsible for creating and implementing kickstart policy for standardized installation of Linux servers, implementing centralized syslog logging for the Linux servers, and creating, implementing, and maintaining user sudo policy which allowed users to manage their own development process, eliminating downtime.
- Worked on a team to create and implement a replication and disaster recovery plan. Determined which hosts and files were to be replicated, installed and configured the software, created play book for disaster recovery procedures.
- Created documentation for servers and processes to meet requirements of FDA audits, including installation qualifications, test plans, and installation guides.

Smithsonian Astrophysical Observatory, Cambridge, MA**2002 – 2004**

Research facility of the Smithsonian Institution affiliated with the Harvard College Observatory which focuses on space science research.

Systems Administrator

Administrator for UNIX enterprise consisting of 300 Solaris 2.8 workstations and servers, as well as 20 RedHat workstations and servers. Install, restore, and decommission new user workstations using jumpstart and kickstart software.

- Assisted in the rollout of support for RedHat Linux. Created and edited finish scripts to harden the OS for site environment. Integrated the Linux hosts to use the Netapp storage over IP exactly the same as the Solaris hosts to provide ease of use to the users.
- Wrote and delivered technical workshops for user audience. Created web page of presentation, as well as a web template for future technical workshops.
- Created archive for administrative emails using mhonarc and htdig. Created perl script to automate updates to the archive. Documented procedure using FrameMaker.

EMC, Milford, MA

2001 – 2002

Technical Instructor/Developer

Trained more than 200 global personnel and partners to install and implement storage and system management software, which directly impacted \$50M of revenue.

- The course material, based on EMC's Storage Management initiative, included:
 - ControlCenter Open Edition Installation and Implementation.
 - Procedures for connecting external storage devices to SUN, HP, and IBM servers.
 - Instructing students in basic UNIX commands.
 - Introducing students to the concept of logical volume management using SAM and SMIT.
- Created a more realistic learning environment by coordinating hardware sharing between various labs.
- Composed lab materials and quizzes to enhance learning environment, implemented course updates related to software changes, and identified and corrected errors in student guides.

Education:

MS, Instructional Systems, Florida State University, Tallahassee, FL, expected 2010

BS, Information Studies, Florida State University, Tallahassee FL, 2001

AS, Electronic Engineering Technology, Okaloosa Walton Community College, Niceville, FL, 1998

Certifications/Awards:

Certified Technical Trainer (CTT+)

ITIL Foundations Certification

EMC Proven Professional EMCPA, EMCIE

Humanitarian of Year Award 2001, School of Information Studies, Florida State University

Volunteer Work:**GREATER WORCESTER LAND TRUST**

Ranger: Assist with ad hoc technical projects

ASPERGER'S ASSOCIATION OF NEW ENGLAND

Co-Chair, Hopedale MA Support Group: Assist chair in organizing meetings for parents of teenagers and young adults with Asperger's Syndrome.