

WALTER GLENN

SUMMARY OF QUALIFICATIONS

- **Capabilities and Accomplishments**
 - Award winning, bestselling computer book author
 - Technical writing, design, layout, and presentations
 - White papers, articles, courses, presentations, marketing collateral, internal sales material, newsletters, manuals, and help materials
 - Columnist for Windows Vista Community and Windows XP Expert Zone
 - Networking and security for small business and consumer
 - Home networking and media technology
 - Enterprise network design and maintenance
 - Windows and Office enterprise deployment
 - Extensive experience designing in Microsoft Office Word and PowerPoint, Adobe InDesign, Photoshop, and Acrobat
 - Familiar with Microsoft Manual of Style for Technical Publications
- **Areas of Subject Matter Expertise (Technologies)**
 - Windows 7
 - Windows Vista/XP/2000/Me/98/95
 - Windows Home Server and Windows Home Server 2011 (beta)
 - Windows Server 2008/2003/2000/NT
 - Exchange Server 2010/2007/2003/2000/5.5
 - Microsoft Office 2010/2007/2003/XP/2000/97
- **Certifications**
 - Microsoft Certified Desktop Support Technician - since 2004
 - Microsoft Certified Systems Engineer (MCSE) - since 1997
 - Microsoft Certified Internet Specialist - since 1997
 - Microsoft Certified Trainer - since 1998

SAMPLE PUBLICATIONS (COMPLETE LIST APPEARS LATER)

Deploying the Office 2010 Client at Microsoft (Microsoft IT Showcase Technical White Paper), Microsoft, 2010

Microsoft Services Desktop Optimization using Windows and the Microsoft Office System (documentation and design), Microsoft, 2010

Exchange Server 2007 Administrator's Companion, Microsoft Learning, 2007

Microsoft Security Guide for Small Business, Microsoft, 2004 - a computer and network security guide for small business owners

WORK EXPERIENCE

1993 - Present **Glenn Associates** Huntsville, AL

Owner

- Freelance technical and marketing writing and editing for several national publishers and companies
- Award-winning presentation design
- Graphic design, document layout, and preparation
- Course design and training of technical and non-technical personnel
- Network and security design, administration, and technical support for small and medium-sized technical and non-technical businesses
- Hardware and software support and education for small and medium-sized businesses
- Home networking, security, and media center integration
- Lead project manager in development of integrated commercial medical records software system in conjunction with Medical Office Management Services
- Managed help desk personnel and Problem Resolution Site for General Electric Information Systems, a national on-line information service

1992 - 1993 **Mac Solutions, Inc.** Huntsville, AL

Head Technician

- Managed technical department and help desk personnel
- Hardware and software support and training
- General sales and consultation in retail, government, corporate and educational environments

1989 - 1992 **Medical Office Management Services** Huntsville, AL

Technical Consultant

- Responsible for planning and administering Windows-based LAN
- Hardware and software support and training for healthcare personnel

1985 - 1989 **AC3** Huntsville, AL

Technician

- Computer setup, support, and training

EDUCATION

BA, Literature, Biology, Computer Science - June 1992 Huntsville, AL

University of Alabama in Huntsville

AWARDS

Distinguished Award, Puget Sound Chapter of Society for Technical Communications, 2004-2005, for *MCDST Self-Paced Training Kit (Exam 70-272): Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System*

Distinguished Award, International Competition of Society for Technical Communications, 2004-2005, for *MCDST Self-Paced Training Kit (Exam 70-272): Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System*

Excellence Award, Puget Sound Chapter of Society for Technical Communications, 2004-2005, for *MCDST Self-Paced Training Kit (Exam 70-271): Supporting Users and Troubleshooting a Microsoft Windows XP Operating System*

WHITE PAPERS, GUIDES, AND OTHER PUBLICATIONS

Deploying the Office 2010 Client at Microsoft (Microsoft IT Showcase Technical White Paper), Microsoft, 2010

Microsoft Services Desktop Optimization using Windows and the Microsoft Office System (documentation and design), Microsoft, 2010

Project Carnation: Reducing Energy Consumption through Data Center Storage Consolidation (Microsoft IT Showcase Article), Microsoft, 2010

Microsoft Windows Server R2 – Microsoft IT Walking Deck (editorial and presentation design), Microsoft, 2010

Microsoft SharePoint Server 2007 – Microsoft IT Walking Deck (editorial and presentation design), Microsoft, 2010

Microsoft Exchange Server 2010 – Microsoft IT Walking Deck (editorial and presentation design), Microsoft, 2010

Windows 7 Deployment – Microsoft IT Walking Deck (editorial and presentation design), Microsoft, 2010

Office Communications Server 2007 R2 – Microsoft IT Walking Deck (editorial and presentation design), Microsoft, 2010

Automated Data Quality Using SQL Server 2008 and Visual Studio (presentation design), Microsoft, 2010

Maintaining Availability-Highlighting MSCOM Ops Team Best Practices, Microsoft, 2009

WHITE PAPERS, GUIDES, AND OTHER PUBLICATIONS (CONTINUED)

Benefits of Server-Hosted Labs: Case Study from Microsoft Management Summit 2009, Xtreme Consulting Group, Inc. & Beekelaar Consultancy, 2009

Microsoft Windows 7 Deployment Solution Accelerator (DOWO), Microsoft, 2009

Microsoft Windows Compute Cluster Server 2003 Datasheet, Microsoft, 2009

Windows Vista Market Bulletins, Microsoft, 2008-2009

Windows Vista Infrastructure Guide, Microsoft, 2008

Microsoft Security Assessment Tool (documentation and design), Microsoft, 2008

Knowledgebase Articles (Windows XP, Windows Vista, networking, and general hardware), Microsoft Support and TechNet Knowledgebase, 2007

Introduction to Windows Firewall with Advanced Security, Microsoft, 2006 (white paper)

Battlecards & Hunting Guides for Compute Cluster Server 2003, Microsoft, 2007

Job Aids and formatting for Business Desktop Deployment Solution Accelerator 3.0, Microsoft, 2006

Managing and Troubleshooting Windows XP: A Small Business Guide, Microsoft, 2006 – writing and formatting for troubleshooting guide for small business owners

The Power of Distributed Computing in Cancer Research: Supercomputing 2005 Keynote Presentation by Bill Gates, Microsoft, 2005 (layout and design)

End-User Documentation (Manual and Help Files) for Microsoft Shared Computer Deployment Toolkit for Windows XP, Microsoft, 2005

End-User Documentation (Manual and Help Files) for Microsoft Shared Computer Toolkit for Windows XP, Microsoft, 2005

PowerPoint Presentations for Microsoft World-Wide Public Sector, Microsoft, 2005 (editing and formatting)

How-To Articles on Office 2003 for Microsoft TechNet, Microsoft, 2002

BOOKS (BY PUBLICATION DATE)

MCTS Self-Paced Training Kit (Exam 70-653): Configuring Windows Small Business Server 2008, Microsoft Learning, 2009

Exchange Server 2007 Administrator's Companion, 2nd Edition
Microsoft Learning, 2008

Exchange Server 2007 Administrator's Companion, 1st Edition
Microsoft Learning, 2007

MCSE Self-Paced Training Kit (Exam 70-270): Installing, Configuring, and Administering Microsoft Windows XP Professional, 2nd Edition, Microsoft Press, 2005

Linksys® Networks : The Official Guide, 3rd Edition, McGraw-Hill
Osborne Media, 2005

MCDST Self-Paced Training Kit (Exam 70-271): Supporting Users and Troubleshooting a Microsoft Windows XP Operating System,
Microsoft Learning, 2004

MCDST Self-Paced Training Kit (Exam 70-272): Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System, Microsoft Learning, 2004

MCSE Self-Paced Training Kit (Exam 70-297): Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure, Microsoft Learning, 2004

Word Pocket Guide, 2nd Edition O'Reilly & Associates, 2004

Exchange Server 2003 Administrator's Companion, Microsoft
Learning, 2003

Mike Meyers' MCSA .Managing a Microsoft Windows Server 2003 Network Environment Certification Passport (Exam 70- 291),
Osborne/McGraw-Hill, 2003

Outlook Pocket Guide, O'Reilly & Associates, 2003

Word Pocket Guide, O'Reilly & Associates, 2002

How to Use Windows XP Bestseller Edition, Que, 2002

Mike Meyers' MCSA Managing a Windows 2000 Network Environment Certification Passport (Exam 70-218),
Osborne/McGraw-Hill, 2002

Windows XP Tips and Techniques, Osborne/McGraw-Hill, 2002

How to Use Windows XP, SAMS, 2001

BOOKS (CONTINUED)

- MCSE Exchange 2000 Server Study Guide*, Sybex, 2001
- MCSE Guide to Microsoft Windows 2000 Networking*, Course Technology, 2001
- Exchange 2000 Server Administrator's Companion*, Microsoft Press, 2000
- Word 2000 in a Nutshell*, O'Reilly Press, 2000
- How to Use Windows 2000 Professional*, SAMS, 2000
- Windows 98 in a Nutshell*, O'Reilly Press, 1999
- Exchange Server 5.5 Administrator's Companion*, Microsoft Press, 1999
- MCSE Exchange Server 5.5 Ace It*, IDG Books, 1999
- Exchange Server 5.5 MCSE Study Guide*, IDG Books, 1998
- Teach Yourself MCSE Windows NT Server 4.0 in 14 Days*, SAMS Publishing, 1998 – Contributing author
- Teach Yourself MCSE TCP/IP in 14 Days*, Macmillan Publishing, 1997 – Contributing Author
- Teach Yourself MCSE Networking Essentials in 14 Days*, Macmillan Publishing, 1997
- Networking Essentials Unleashed*, Macmillan Publishing, 1997 – Contributing author

TRAINING COURSES

- Introduction to Computer Security for Small Businesses*, Microsoft, 2006—Microsoft Small Business+ Site
- Supporting and Troubleshooting Windows XP*, Microsoft, 2006—Microsoft Small Business+ Site
- Backing up and Restoring Your Data*, Microsoft, 2005—Microsoft Small Business+ Site
- Choosing a Firewall*, Microsoft, 2005—Microsoft Small Business+ Site

TRAINING COURSES (CONTINUED)

Evaluating Support Alternatives, Microsoft, 2005—Microsoft Small Business+ Site

Implementing Disaster Recovery Processes, Microsoft, 2005—Microsoft Small Business+ Site

Maintaining Virus Protection, Microsoft, 2005—Microsoft Small Business+ Site

Managing User Access, Microsoft, 2005—Microsoft Small Business+ Site

Protecting Your Network, Microsoft, 2005—Microsoft Small Business+ Site

Tracking Hardware and Software Purchases, Microsoft, 2005—Microsoft Small Business+ Site

Working with a Technology Consultant, 2005—Microsoft Small Business+ Site

Working with Customer Support, Microsoft, 2005—Microsoft Small Business+ Site

Network and Operating System Essentials, DigitalThink, 2000—Author/Instructor

Internet Information Server 4.0 Series, DigitalThink, 1998—Author/Instructor

Exchange Server 5.5 Series, DigitalThink, 1999— Author/Instructor

PUBLISHED ARTICLES

Choosing a Windows Vista Edition, Windows Vista Community, Microsoft, 2007

Getting to Know Windows Sideshow, Windows Vista Community, Microsoft, 2006

Protect Your Computer with Windows Defender, Windows XP Expert Zone, Microsoft, 2006

PUBLISHED ARTICLES (CONTINUED)

Compare Documents Side-by-Side in Word 2003, Microsoft, 2005

Creating a Logical Folder Structure in Microsoft Outlook 2003, Microsoft, 2005

Managing Important Work E-Mail Using Outlook 2003 Rules, Microsoft, 2005

Protecting Yourself from Junk E-Mail in Outlook 2003, Microsoft, 2005

Providing Centralized User Data Management Through Folder Redirection, Microsoft TechNet, 2004

Configuring NNTP on Exchange 2000 Server, TechProGuild, 2001

Configuring and Optimizing Multiple Locations with Exchange 2000 Server, TechProGuild, 2001

Outlook Web Access 2000, Exchange & Outlook, 2000

Using Internet Newsgroups with Exchange Server 5.5, Exchange & Outlook, 2000

Backing up Exchange Server 5.5, Exchange & Outlook, 2000

Tips for Increasing Exchange Server Performance, Exchange & Outlook, 2000

Monitoring Exchange Server 5.5, Exchange & Outlook, 2000

TECHNICAL REVIEWS

MCSE TCP/IP: Next Generation Training, New Riders, 1999

Teach Yourself TCP/IP in 24 Hours, SAMS, 1999

MCSE TestPrep: Windows 95, New Riders, 1998

TECHNICAL REVIEWS (CONTINUED)

MCSE TestPrep: Windows NT in the Enterprise, New Riders, 1998

Windows 98 Professional Reference, New Riders, 1998

MCSE Training Guide: Windows 95, New Riders, 1998

MCSE The Core Exams in a Nutshell, O'Reilly, 1998

MCSE The Electives in a Nutshell, O'Reilly, 1998