

Mark A. Batchelor

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Objective

Seeking a position in the identity management/directory architecture field that utilizes my broad experience and engineering background.

Education

BA in applied computer science – Illinois State University 1997

Experience

Internship – Computer Renaissance – Normal Illinois 1994 – 1995

- Responsible for personal computer repair and sales.

1995-1997 – STL Office Solutions – Normal Illinois

- Responsible for on-site server/network setup and maintenance at multiple locations.
- Responsible for in house sales as well as in house network setup and maintenance.
- Responsible for some custom programming including limited C/C++ as well as some html development for customer sites.
- Traveled to local on-site location to design and maintain networks, including Ethernet/TCPIP/IPX networks as well as Token-Ring and ArcNET.
- Installed structured cabling and leased line solutions to meet customer needs.

1997 – present – Hewitt Associates – Lincolnshire Illinois

During my 10 years at Hewitt I have been responsible for many things. Most of which are listed below.

- **1998-2001** Responsible for international and regional office setups/configurations.
 - This included traveling to many different countries to install and setup new offices that Hewitt was bringing live. Most offices consisted of a Netware server a Lotus Notes server a backup server and routers/switches to utilize the leased line. I was typically the sole installer for these offices.
- **1997-2001** Member of the LAN Management team.
 - Responsible for the installation and design of our corporate Novell eDirectory network which included 80 offices, 300 netware servers for file and print. During this time, I also implemented the first windows NT domain at Hewitt and was responsible for the first windows NT server builds as we transitioned from OS/2 to NT 4.0.
 - During this time frame I was also responsible for the design and implementation of Hewitt's LDAP environment which now houses 2 million plus identities and is used by 80 websites as the primary source of authentication and in some cases authorization. This environment was running on Netware 5.1 in a clustered configuration and maintained 99.999% uptime.
 - Provided design and support for eDirectory authentication to 35,000+ workstations worldwide.
- **2001-2004** Member of the NOST (Novell Operating Systems Team) unit.
 - Responsible for Netware 4.x,5.x,6.x and eDirectory 7.* and 8.* for Hewitt's 27,000 user network.

This included the LDAP authentication environment that now included eDirectory as well as SunOne (iPlanet), and some Active Directory.

- Lead engineer for the first implementation of Hewitt's Identity Management environment.
- Lead engineer for the team that implemented Hewitt's zero-day start initiative which provided real-time provisioning of user accounts and access to RACF/Lotus Notes/Active Directory/eDirectory/IBM Content Manager/Building Entry System/Multiple LDAP trees.
- Responsible for the Design and development of the above solution utilizing Novell's Identity Manager product (formerly known as DirXML).

2004-present

- Lead architect of the Identity and Directory Architecture Unit.
- Lead engineer for Hewitt's SIDA initiative which provides role based services and full ID lifecycle management for Hewitt's 27,000+ employees and contractors.
- Lead engineer/designer of Hewitt's self service portal which provides full client level self service rights management to the RFM practice.
- Have had some exposure to CA Siteminder and have been involved in many of Hewitt's inbound and outbound Single Sign-on solutions with their clients.
- Lead architect for Hewitt's password self-service initiative which is attempting to provide password reset/synchronization services to all systems that Hewitt's Identity Management environment is currently plugged into.
- Lead architect for Hewitt's client facing Identity management environment which is intended to be used for highly secure clients that wish to remain hands off in terms of ID management.
- Lead IDM engineer for Hewitt's PAM_LDAP project which is replacing all of the /etc/passwd access on some 400+ solaris and linux servers with PAM_LDAP to provide centralized administration against Hewitt eDirectory LDAP environment.

Technical Skills

- **LDAP (Directories)**
 - Novell eDirectory all versions
 - SunOne
 - OpenLDAP
 - Some Active Directory
- **Operating Systems**
 - Windows (all versions to date)
 - Netware 3.x,4.x,5.x,6.x, OES (Netware platform)
 - Linux – Redhat, Suse, OES (Novell Open Enterprise Server), SLES on zOS.
 - Unix – Solaris, AIX and Limited HP/UX
 - OS/2
- **Languages**
 - PHP
 - C/C++ (Limited)
 - Java
 - Perl
 - Linux/Unix Shell scripting
 - HTML
 - DirXMLScript
 - XML/XSLT
- **Database**
 - mySQL

- - Postgres SQL
- - DB2
- - General SQL
- **IDM/SSO solutions**
- - Novell Identity Manager (all versions to date)
- - Limited Sun Identity Manager exposure
- - CA Siteminder
- - Novell iChain
- - Sun Federation Manger (SAML 2.0/1.1) (limited exposure)

References available on request by e-mailing mabatche@gmail.com.