

Seasoned IT professional/entrepreneur focused on operations/process/service management

Brent Emerson

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WORK EXPERIENCE

IT Service Catalog & Process Analyst / Linux Sysadmin Portland State University, Office of Information Technology *2015–*
As a senior member of OIT's Linux Platform Team, I share responsibility for administering 400+ Linux servers. From a technical perspective, I focus on the ecosystem of servers hosting the University's ERP software, but I feel my most important contributions are in the areas of strategy, service development, process management, lifecycle planning, architecture development, clarifying issues to enable problem-solving, cultivating collaborative work environments, and modeling excellent customer service. I also lead service and process improvement efforts and advocate for an intentional process- and service-focused orientation in the Technology Infrastructure department and across PSU's Office of Information Technology.

CFO / Founding Worker-Owner / UNIX System Administrator Electric Embers Cooperative *2003–2015*

Cofounded this small worker cooperative, building it over a decade from hobby scale to employing four full-time sysadmins in providing socially responsible open source Internet hosting services to over 800 nonprofits, artists, and coops. An initially purely technical role evolved into strategy leadership and primary responsibility for technical and nontechnical systems architecture, project management, apprentice training, department co-management, bookkeeping, accounting, and financial management.

Independent Nonprofit Technology Consultant Tech Underground *2001–2003*

Performed hardware/software evaluations, installations, maintenance, training, and support for San Francisco Bay Area nonprofit organizations. Cofounded Tech Underground, a network of a dozen like consultants: contributed to operational and organizational procedures, facilitated regular meetings, and shared rotating administrative responsibilities.

Messaging Support Lead Engineer Pilot Network Services *1999–2001*

Webmaster / System Administrator Sundance Institute & Film Festival *1996–1998*

EDUCATION

Certified Lean Practitioner PSU Center for Executive and Professional Education *2018*

Graduate Coursework in Operations Research, Statistics, Accounting, Finance Portland State University *2017–2018*

B.A. Mathematics, Philosophy (Logic & Philosophy of Science) Brown University *1998*

VOLUNTEER EXPERIENCE

Active Member & Volunteer Portland Japanese Garden, Portland Jazz Composers Ensemble

Founder & Organizer Portland Project for Cooperative Innovation *2012–2014*

Peer Advisor Democracy at Work Network *2009–2013*

Board Member Network of Bay Area Worker Cooperatives *2006*

PUBLICATIONS

yudō: the Art of the Bath *2016* (bathing culture booklet)

edge of a mountain forest *2013* **synchronology** *2002* Journals including **Bombay Gin**, **The Styles**, and **Spillway** (poetry)

A Technology Freelancer's Guide to Starting a Worker Cooperative *2009* (business development guide)

DNS and SMTP for Internet Technology Integrators: Concepts, Tools, and Tricks *2007* (technology whitepaper)

SKILLS & INTERESTS

Systems design, analysis, and maintenance

Mathematical modeling for decision-making

Process, organizational, and interpersonal dynamics

Financial structures which build worker & community wealth

Management & governance structures which empower workers & consumers