



### **Technical Support Representative**

Tek Systems / Northrop Grumman Lafayette, CO

August 2003 to April 2004

- Assist end users with hardware and software issues over the telephone for a variety of issues from password resets to troubleshooting printing issues.
- Support operating systems from Windows 95 through Windows 2000 on a high security network.
- Create and maintain tickets within Remedy 5 and Peregrine customer service based ticketing and tracking systems.
- Interact with an average of 70 customers per day on telephone, voicemail, and e-mail based support.

### **Computer Technician**

Action Computers, Inc Arvada, CO

August 2002 to June 2003

- Build and maintain end-user systems for a high volume of customers on a daily basis.
- Troubleshoot and repair a variety of issues from simple virii to intermittent hardware problems.

### **System Administrator**

Pacific Coast Producers Lodi, CA

March 2001 to July 2002

- Lead on implementation of Domino R5.08 iNotes web based e-mail system.
- Install and maintain OS/400 v5r1 and v4r5 on existing AS/400 servers.
- Maintain AS/400 Servers, Domino (v5.09) Server, and NT Server based network.
- Maintain and support JD Edwards OneWorld B7.331 environment; upgraded to B7.333 (OneWorld XE) in 1Q02.
- Build and implement update packages for the OneWorld environment.
- Participate in an on-call, rotating schedule.

### **System Administrator**

PMI Mortgage Insurance, Co. San Francisco, CA

July 2000 to March 2001

- Operate and maintain daily tasks on all AS/400s.
- Install, configure and support all (120+) Compaq Servers.
- Operate and maintain all LAN and WAN backups using ADSM for Windows NT and NetWare.

### **Customer Service Engineer**

Teltronics, Incorporated Sarasota, FL

January 2000 to June 2000

- Install, configure and support Windows NT 4.0 Servers with Exchange 5.5 and SQL Server 6.5/7.0.
- Provide technical support for custom software packages.
- Analyze current customer systems for future system/software upgrades.

### **Network/System Support Technician**

Davel Communications Tampa, FL

October 1998 to January 2000

- Maintained 2 Citrix WinFrame 1.8 servers on a WAN with 100+ users.
- Maintained 13 Windows NT servers on a LAN with 250+ users.
- Maintained the corporate e-mail Server running NTMail for Windows NT 4.0.
- Built, configured and maintained remote networks for our 30 out-of-state locations.
- Setup and administrated all backups for our AS/400s and WAN using Robot/SAVE and Robot/CONSOLE.
- Responsible for troubleshooting of all desktop hardware and software issues.

**AS/400 Operator**

PMSI/PharMerica Tampa, FL May 1998 to December 1998

- Insured optimum throughput by managing batch subsystems.
- Processed daily billing cycles.
- Performed daily change object and weekly full system saves using Robot/SAVE and Robot/CONSOLE.

**Technical Support Representative**

Packard Bell / ServiceAmerica Golden, CO December 1997 to April 1998

- Answered questions and technical support issues for customers on a variety of hardware and software issues.
- Trained and supported other technical support representatives.
- Maintained customer relationships through fee-based telephone support.

**Technical Support Representative**

Hewlett-Packard Aurora, CO July 1997 to December 1997

- Answered questions and technical support issues for customers on the DeskJet family of home printers.
- Maintained customer relationships through fee-based telephone support.

**Technical Support Representative**

Lucent Technologies Greenwood Village, CO January 1997 to June 1997

- Answered questions and technical support issues for customers on Spirit and Partner Telephone Systems.
- Trained and supported other technical support representatives.
- Maintained customer relationships and facilitated sales and installation of new equipment for new clients.

**Education**

- Citrix WinFrame 1.8 Administration (4/1999)
- JDEdwards Xe: Xe Overview (10/2001); Xe CNC Fundamentals (10/2001); Xe System Administration (2/2002); Installing and Implementing OneWorld Xe (5/2002)

References Available upon Request