WILLIAM H. JOHN

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INFORMATION TECHNOLOGY PROFESSIONAL

Systems Analysis ~ Programming ~ Network Security

Experienced Network Specialist with diversified experience and demonstrated expertise maintaining operating systems and networks, providing technical support, and developing innovative solutions in alignment with business objectives. Proven success in project management; combine expertise in strategic planning, quality control, and team leadership with solid qualifications in network design and development. Tenacious problem solver continuously seeking effective solutions to complex problems; excellent troubleshooting skills in both computer and software platforms. *Areas of expertise:*

- Network Configuration & Maintenance
- Project Management
- Database Administration
- Systems Strategy & Architecture
- Client Relationship Management

- Technical Infrastructure
- Cross-functional Team Leadership
- Disaster Recovery Planning
- Technical Training & Support
- Troubleshooting & Problem Resolution

> "The quality of your work, your professionalism and the high regard that your peers and customers have for you are evident everywhere I look."
>
> ~ Robert Happy, Director, Somewhere Networks Incorporated

TECHNICAL PROFICIENCIES

Certifications: Certified Novell Administrator (CNA), Certified Network Technician (Novell GroupWise/Novell Network Administration), Certified GroupWise Trainer, Microsoft Certified Professional (MCP)

Platforms: Novell Netware, Novell Cluster Services, Novell GroupWise, Windows 98/NT/2000/ XP, Windows 2000 Server, Citrix Metaframe, Novell Linux Desktop, Novell Zenworks

Tools: Novell System Tools (ConsoleOne, Nlist, IManager), GroupWise Email System Tools, Microsoft Word, Excel, Outlook, MS Project, Remedy, ELRON Internet Monitor, FootPrints, Oracle, PeopleSoft, Terminal Emulation Software

PROFESSIONAL EXPERIENCE

ABC NETWORKS INCORPORATED – SOMEWHERE, BC   1995 - PRESENT

Network Administrator (2000 – Present)
Technical Support (1995 – 2000)

Oversee the maintenance of Windows 2000 and 2003 domains for several warehouse locations including file and print Exchange and SQL servers. Accurately configure employee laptop and desktop computers. Support tracking and accounting for inventory and data integrity.

- Substantially increased system-wide uptime by introducing network monitoring systems that successfully measured/calculated trends, thereby alerting key staff members of any changes.

- Maintained a high level of security, ensuring proper routing connections by addressing VPN issues, identifying problems, diagnosing causes, and determining appropriate action.

- Played key role during numerous major migration projects including Novell Servers to Windows Server 2003, and HP Openmail to Exchange Server 2003.