

Harlan Masters

Clackamas, OR 97015

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+1 503 799 0801

Over 20 years experience with Intel x86 architecture and Apple computer systems.

7 Years with one of the fastest growing electrical contractors in the region supervising IT department.

Maintained networks of 20 to 200 nodes.

10+ years experience with most major distributions of Linux servers and workstations.

Novell Certified Network Administrator.

CompTia A+ Certification

Sans.org - GIAC trained & certified

Authorized to work in the US for any employer

Work Experience

IT manager

RE/MAX Equity Group LLC - Beaverton, OR

May 2018 to February 2022

Management and maintenance of workstations, desktops, servers, infrastructure. Purchasing of replacement hardware and software. Negotiating contracts with vendors. Maintained computers, printers phones and office equipment for organizations of 10 offices, 35 employees and 400+ Real Estate brokers.

IT Help Desk Technician

Global Network Solutions - West Linn, OR

January 2018 to May 2018

Assisted Managed Service provider answering help desk calls and support for computers. Utilized remote management and scripting support for clients using Kaseya.

Temporary Employee Production Coordinator

Direct Marketing Solutions - Portland, OR

September 2017 to January 2018

97220

(503) 281-1400

IT Manager

Norris & Stevens - Portland, OR

September 2014 to September 2017

All aspects of computers, printers, phones and network for the company. I was responsible for ordering, configuring and maintaining all workstations and servers for the network using Windows Server with Active Directory, Linux. Provided help desk support for network users. Evaluated applications and drivers for use by the company. Managed licenses and inventory for all users. Security scanning and virus protections using IDS and IPS on Pfsense router. Maintained company website server.

IT Manager

Direct Marketing Solutions - Portland, OR

June 2007 to July 2014

Convert servers from Novel to Windows and created Active Directory network for employees. Ordered, configured and deployed workstations for employee use as well as servers for company use using Windows server. Evaluate, purchase and install applications for use by staff. In 2013 added Security Manager to my responsibilities. Duties included management of physical and logical controls for access to building and files on the network. Assisted external AICPA auditors by providing relevant documentation for SOC reporting.

IT technician

Davis Tool, Inc - Hillsboro, OR

February 2005 to April 2007

Assemble, configure and maintain workstations for custom controlling of CNC machines, workstations for employees to use for work and servers for shared files and printing. Maintained operating systems (Windows, Novell and Linux) for workstations and servers. Network cabling and connections to distribution and switches. Monitored and maintained routers, switches and phones for business.

Stream International - Beaverton, OR

November 2004 to February 2005

97005

(503) 626-5820

Unemployed

May 2004 to November 2004

IT Manager

Oregon Electric Construction, Inc - Portland, OR

October 1996 to May 2004

Consolidated 5 recently purchased companies into one global system. Converted Novel network to Windows server with Active Directory. Oversight for 3 staff members. Evaluated, ordered, and oversight of installation, maintenance, and deploying computers, printers and local networking equipment. Managed central servers and router connecting all remote sites to allow for company collaboration and accounting.

Mr. Kim Wilcox, Owner

Compucount - Portland, OR

April 1994 to October 1996

10011 SE Division St.

Portland, Oregon 97266

(503) 255-1662

Mr. Kim Wilcox, Owner

Education

Principles of Accounting I, II, III

Clackamas Community College - Clackamas, OR

September 1978 to June 1979

Skills

- ASSET MANAGEMENT (10+ years)
- BUYING/PROCUREMENT (10+ years)
- HELP DESK (10+ years)
- OPERATIONS (10+ years)
- PERSONNEL MANAGEMENT (5 years)
- Active Directory
- Computer Networking
- Linux
- Information Security
- LAN
- Network Security
- Microsoft Windows
- Microsoft Windows Server
- Network Administration
- Disaster Recovery
- Technical Support
- VMWare

Additional Information

Soft Skills

Received training in CPI/TQM business strategy.

Received training in Manatech Personalysis personnel management.

Oversight of 1 to 3 staff members in IT department.

Oversight of 20-40 Technical support staff for Nationally branded income tax preparation software.

Training users in basic computer skills and use of corporate applications.

Help desk and problem resolution for IT department and staff.

Asset management and purchasing of computer equipment.

Managed and maintained Physical and Logical controls for secure environments.

Accomplishments

Supervised Tandy VAR operations for local consultation and software developer for 2 1 2 years.

Designed, implemented and maintained network for a rapidly growing electrical contractor for 7 years.

Assessed needs, explored options negotiated pricing and implemented upgrades to network hardware and software.

Developed and authored training courses and materials for network users.

Teaching of computer use and applications to groups of up to 50.

Harlan G. Masters