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## Experience

### **IT Consultant / PurrTech** (self-employed)

**12/2003 - current**

Half Moon Bay area

- Small business network design & builds, server platform migrations
- Active Directory management, TCP/IP, WINS, DNS and DHCP configuration
- Building new servers & workstations
- Microsoft Windows Server & Small Business Server 2000/2003/2008/2011 administration
- Microsoft Exchange 2000/2003 support, Windows 2000/XP/7/8 Desktop support, Windows network administration
- Apple Macintosh O/S X support, OS/X Server, Open Directory, Magic Triangle with Windows Server Active Directory
- Sonicwall & Checkpoint firewalls
- TCP/IP, DNS, DHCP, SMTP, POP3, IMAP, SSH, HTTPS, SSL VPN, SMB, LDAP
- Polycom (8x8) VOIP phone system management & support
- Microsoft Outlook & Microsoft Office support, Internet Explorer, Adobe application & Creative Cloud support
- Malware cleaning and prevention, printer/scanner/camera support
- Support for Wireless PDA & iPhone, Android, Good Mobile Messaging, Blackberry, ActiveSync, remote camera setup, WiFi security and performance enhancements, website management, end user training
- Setting up video teleconferencing connections, conducted a webinar on iPhone security
- Marketing and business development
- Google Apps for Business management & support
- Managed cloud-based services like DropBox, CrashPlan Pro

### **Network/System Administrator**

**2/2010 – 12/2010**

Valley Tech Solutions / Napa, CA

- Building new Windows servers & workstations for the SMB market
- Active Directory management, Group Policy management, TCP/IP, WINS, DNS and DHCP configuration, server and workstation deployment
- Microsoft Windows Server 2003/2008 & Small Business Server 2003/2008 administration
- Microsoft Exchange 2003/2007 support, Windows 2000/XP/Vista/7 Desktop support, Mac support
- TCP/IP network administration, firewalls, DNS, DHCP, SMTP, POP3, IIS.
- Microsoft Outlook support, Microsoft Office support, Internet browsers, Adobe application support
- Malware cleaning and prevention, printer/scanner/camera support
- Wireless PDA, iPhone & Blackberry support, ActiveSync, remote camera setup, WiFi security
- Business development, marketing, new product development

### **Network/System Administrator**

**7/2008 – 4/2009**

Affinity Technology / Phoenix, AZ

- Building new Windows servers & workstations for the SMB market
- Microsoft Windows Server 2003/2008 & Small Business Server 2003/2008 administration
- Active Directory management, Group Policy management, TCP/IP, WINS, DNS and DHCP configuration, server and workstation deployment
- Microsoft Exchange 2003/2007 support, Windows 2000/XP/Vista Desktop support, Windows TCP/IP network administration, firewalls, DNS, DHCP, SMTP, POP3, IIS, SQL.
- Microsoft Outlook support, Microsoft Office support, Internet browsers, Adobe application support
- Malware cleaning and prevention, printer/scanner/camera support

- Wireless PDA, iPhone & Blackberry support , ActiveSync, remote camera setup, WiFi security and performance enhancements, website management, end user training

## **Network/System Administrator**

**6/2001 – 12/2003**

Marsh / San Francisco, CA

- Project management and implementation of software/hardware solutions for internal business units
- Implemented customized 3<sup>rd</sup>-party web-based application (Resource Scheduler) & provided hands-on & classroom training for over 100 employees
- LAN/WAN administration in a Windows XP/NT/2000/9x environment
- SQL 2000 database administration, AD, TCP/IP, WINS, DNS, DHCP
- Web application development using IIS 5, Visual InterDev 6, SQL 2000, ASP, ASP.Net, VBScript, Visual Basic.Net, JavaScript, Data migrations, Firewalls, VPN
- Performed website administration and development training for corporate Intranet
- Enterprise server administration with Windows NT4 Server and Windows 2000 Server
- Senior-level network and application support for over 800 employees

## **Network/System Administrator**

**1999 – 6/2001**

IGetSmart.com / Norfolk, VA

- Administered Windows NT 4.0 Enterprise LAN/WAN with over 500 users and 40 remote sites
- Managed purchasing for IT department, public speaking and training sessions
- Microsoft Exchange 5.5 administration, corporate Intranet creation and management with IIS
- Creation of Standard Operating Procedures and process documentation
- TCP/IP, WINS, DNS and DHCP configuration, server and workstation deployment
- Worked with UNIX and AS/400 systems

## **Instructor / Webmaster**

**1998 – 1999**

New Horizons Computer Learning Center / Virginia Beach, VA

- Classroom and on-site instruction of PC applications and operating systems including Windows95 & 98, Windows NT Workstation, FrontPage 98 & 2000, Word 97, Excel 97, PowerPoint 97, Outlook 98 & 2000, Internet Technology, HTML, Internet Explorer, Netscape Communicator
- Created and managed corporate Internet website

## **Product Support Representative**

**1998**

Canon Information Technology Systems, Inc. / Chesapeake, VA

- Provided telephone and written technical support for Canon bubble jet printers, scanners, fax machines, digital cameras, with platform support for Windows 3.x, Windows 95/98, Windows NT, and Macintosh operating systems
- Developed training material for product support training

## **Manager / Technical Support**

**1985 – 1997**

NBS Imaging Systems, Inc. / Atlanta, GA / Sacramento, CA / Richmond, VA

- Hired, trained and supervised over 50 employees in a digital imaging I.D. production environment
- On-site PC installation, PC configuration and software installation, installation of thermal die transfer video printers and support

## **Education / Certifications**

### **1999 MCP and A+ Certifications**

### **1999 New Horizons Computer Learning Center / Virginia Beach, VA**

Microsoft Windows Administration and Networking courses