

1191 Solano Ave #6934  
Albany, CA 94706  
September 4, 2019

Attention: Human Resources or Hiring Manager  
Z Networks Technology Solutions  
655 S Orcas St #200, Seattle, WA 98108

Dear HR Manager or Hiring Manager,

Thank you for posting this position for an IT Field Technician, Oakland, CA. I am excited about this position. It is the kind of position I am interested in. I enjoy optimizing client results and exceeding expectations with ingenuity, a positive attitude, and reliability. My background and analytical skills allow me to rapidly solve issues, provide excellent service, and work with best practices. I enjoy working with companies and staff to achieve their IT goals.

Here is a list of skills, training and certifications I have:

- ❖ Advanced troubleshooting skills on diverse systems, highly resourceful and successful problem-solving
- ❖ Extensive Windows server and desktop experience, installations, migrations and maintenance such as patching
- ❖ Track record of resolution of server, printer, Windows & Apple desktop, firewall, networking or other tickets
- ❖ Positive, friendly, upbeat attitude, performing work with attention to detail and integrity in supporting clients
- ❖ Ability to manage assigned or determine projects including specifying, procuring, planning, implementing
- ❖ In depth TCP/IP, networking, and routing, working with LAN and WAN
- ❖ Ability to multitask and prioritize client issues with attention to detail
- ❖ Excellent friendly verbal and written communications
- ❖ Ability to move equipment as required
- ❖ Rapid assimilation of new technology and ability to comprehend vast interconnected systems
- ❖ MCP active, previous MCSE, MCSA and CCNA, passed 20 plus IT exams

Which means these skills are covered:

- ❖ Minimum 2 years experience providing IT support over the phone or in person
- ❖ Expert level familiarity with Windows 7, 8, 10, Macs, and Laptops
- ❖ Experience with Active Directory, Windows Server Environments
- Professional work ethic.
- Great customer service.
- Excellent communication skills.
- Experience with Windows Server 2008, 2012, 2016
- Enjoy on site work

As a Systems Engineer with advanced troubleshooting skills, I've worked on customer facing design, installation, support, and systems maintenance of servers, firewalls, Windows and Apple workstations, WAPS and routers at companies such as Apple, Applied Materials, Cisco, CSAA, and Economic & Planning Systems and other firms.

Sincerely,

D. Muskie Forest  
650.731.5314

[www.linkedin.com/in/d-muskie-f-9ab70a147](http://www.linkedin.com/in/d-muskie-f-9ab70a147) (may need to log in to view)

**D.MUSKIE FOREST**  
**dforestinit@gmail.com**  
**650.731.5314**

**AREAS OF EXPERTISE**

Tier III/ IV Troubleshooting	Root Cause Analysis & Resolution	Windows Server Management
Windows Server Migrations	Optimized Rollout Staging	IT Security, LAN, WAN
Disaster Recovery Planning	Network & IP Routing Design	Rapid Assimilation of Technologies
IT Project Management	WAN Installations	Executive Presentations & Approvals

**TIER LEVEL III/IV TROUBLESHOOTING**

- Over 6+ years of tier level III/ IV Troubleshooting Windows Servers, Firewalls, Networks, Maintaining Systems and Monitoring Logs.
- Managed Tuning Server Performance, Organizing Active Directory Groups.
- Provided Analysis & Planning to avert potential catastrophic consequences in Mission Critical Systems.
- Designed IP Routing for mid sized businesses. Configuring and install DHCP, VPNs.
- Updated Existing Routers, some ACLs, Designing and Implementing Firewalls, VLANs.
- Installed bridges, Level II Switches and WAPS (Wireless Access Points).
- Designed and Implemented Data directory Structure Shares and Permissions.
- Developed Disaster Recovery (DR) Procedures. Designing, Configuring and Testing Backup Strategy.
- Managed security policy, server hardening and update security patches and maintained Network Diagrams.
- Designed and implemented Desktop Rollouts, Malwarebytes and Antivirus implementations.
- Established executive relationships and collaborated on design requirements for proposals.
- Presented recommendations and solutions; secured approvals.
- Negotiated approvals for equipment procurement and timelines with management teams.
- Successfully resolved Incident Response tickets for Server, Firewall, Router, Internet and Desktop.
- Collaborated with Clients to optimally apply updates to minimize downtime.

**EDUCATION, TRAINING AND CERTIFICATIONS**

BSc Electrical Engineering, Emphasis in computers, Brown University, Providence, RI  
Certifications: 2015: MCP, 2008: MCTS Exchange Server 2007, previous MCSE, MCSA & CCNA Administering Windows Server 2012 Exam 70 411, Installing and Configuring Windows 2012 Exam 70 410. Courses: Installation, Storage, and Compute with Windows Server 2016 70 740, Azure Architect Technologies Track AZ 300, Security Engineering on AWS, Systems Operations on AWS. VMware vSphere 6.7.

**PROFESSIONAL EXPERIENCE**

**IT Systems, IT Consultant, San Francisco Bay Area, CA 2015 Present**

- Installation of Windows 2016 Std, Hyper V on PowerEdge, Management of 2008, 2010, 2012 Windows Servers, Active Directory and desktops via ConnectWise ScreenConnect, Symantec Endpoint Management and Autotask. Installation of G Suite.
- Setup Network Sonicwall firewall, configurations for VPN to use L2TP to firewall.
- Installation and configuration of Chromebook and Windows 10 Workstations.

**Graduate Degree and Humanitarian Work, San Francisco Bay Area, CA 2009 2015**

**Systems Engineer, San Francisco Bay Area, CA 2006 – 2008**

- Designed and installed Windows 2008, Active Directory, Terminal Server over Dell PowerEdge 2950, and Windows 2008, Active Directory and IIS Server over Dell PowerEdge 860 in the DMZ both with dual teamed NICs. Sophos Anti virus, eFactor, FactorSQL, Veritas Backup Exec 11d with a backup to disk configuration, Office 2003 and Windows DNS configuration.

- Designed IP Routing for mid sized businesses and configured and installed DHCP, VPNs.
- Create and manage trouble tickets resolving, assigning and escalating incidents for timely resolution and response related to core networking skills TCP/IP network design, routers, switches, firewalls, etc.
- Monitored Alerts and Notifications ( Server Alerts, Firewalls etc)
- Updated Existing Routers, some ACLs, Designing and Implementing Firewalls, VLANs.
- Installed bridges, Level II Switches and WAPS (Wireless Access Points).
- Provided recommendations for corrections, normalization, and maintenance of existing Windows 2003 with Active Directory, Windows 2000 and Active Directory, Aix 4.1, OS X servers and Windows XP clients.
- Installed Linksys Wireless G Broadband Router and configured for NAT.
- Updated Changes Requests and Monitored the Network Wireless (HP OpenView) environment including Alerts.
- Developed Disaster Recovery (DR) Procedures. Designing, Configuring and Testing Backup Strategy.
- Backed up and restoration of data.
- Supported WAN and LAN installations as well as IT Security.
- Designed, Built, Installed and Migrated servers.
- Implemented Desktop Rollouts, Malwarebytes and Antivirus implementation.

## **POSITIONS PRIOR TO 2006**

IT Consultant, Economic & Planning Systems, Berkeley, CA.

IT Manager, Spirit Rock Meditation Center, Woodacre, CA.

IT Consultant, Kepke Audio Video Design, San Rafael, CA

Senior Network Specialist on Security, then WAN, Professional Risk Management, Oakland, CA

Windows Systems Engineer, Cisco Systems, San Jose, CA

Systems Engineer at Apple Computer, Inc, Cupertino, CA

## **TECHNOLOGY**

OS: Windows Servers, Active Directory, Group Policies, Exchange Servers in a multisite environment, Terminal Server, IIS, Windows Small Business Server, Citrix Server, Netware Servers, Mac OS, login scripts, batch files, DNS, DHCP, WINS. Windows XP, 7, 10, Management of Windows Servers in multisite environments.

HW: HP and Dell Servers, Sonicwall, Nokia Firewalls, NAT, VPN, IRE SafeNet Soft PK Server, HP, Brother & Canon Printers

Network: Cisco 4500, 2500, Access Control Lists, T 1, ISDN, broadband, Frame Relay, Orinoco, Linksys & Lucent Apple Wireless Devices, Netopia, Linksys & Netgear Routers, 3Com and Powerconnect Ethernet Switches, CSU/DSUs, HP Openview, Visio, TCP/IP, ACL, Trust, VLAN, VNA, LPR, NFS, Netware for Mac, Token Ring, 10Base T, Ethernet, CSU/DSU, Patch Panels, Maus, Netware IPX/SPX, HTML, AudioArchitect, IP Addressing Design, DNS, Default Gateway, LPR Printers, VLANS, NAT

SSW: Symantec Antivirus Enterprise Editions, Symantec Veritas Backup Exec, Arcserve backup, Dantz Retrospect Backup, Cheyenne Backup, Exchange Server, ConnectWise ScreenConnect, Symantec Endpoint Management, Autotask, Sage 50 PeachTree, Blackbaud Raiser's Edge, Donorperfect Foxpro Database, Symantec NAV Enterprise, McAfee and Trend Micro Antivirus software, CyberSafe Centrax Security, Seagate Crystal Info Engine, SQL Server, HP Openview, FTP Server, Apache Server, Print servers, Citrix logon and profile support, Contributed to Cybersafe

Desktop: Windows XP, Windows 7, 10, Dell Optiplex, Inspirons, HP, IBM Thinkpads, Lenovos, Apple Workstations, Chromebooks, Microsoft Office, ConnectWise ScreenConnect, Outlook, Groupwise, Adobe Acrobat, PCAnywhere, Symantec Norton Antivirus, PC Cillin, Trend Micro, Eset Nod32, McAfee Virus Software, CD RW, DVD, Zip Drives, Pkunzip, Internet Explorer, ICVerify, Malwarebytes Anti-Malware, Chrome, Opera, Mozilla Firefox, Comodo Icedragon, Brave, Epic Privacy Browser, Indesign CC, Illustrator CC, Robocopy, Zoom, Skype, G Suite: Google docs, Google sheets, Google slides, Gmail.

IT Responsibilities: Negotiate Server purchases, Design Server and Workstations, Install Servers and Migrate data, Active Directory, Collaborating on Data Structures, Setup Shares and Permissions, Manage ISP Changes, Visio network drawings, Responsible for Network Security Policy for company. Recovering hardware failure of disks and backup systems installed by others. Roll out of Windows and Office Upgrades.

## **INTERESTS**

Hiking, The Warriors, Ping Pong, Socializing, Tai Chi, Camping, TMs: Competent Communicator Award.