

Donald L. Benton II

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626-841-4012

**Objective** To design or assist in corporate IS operations, including evaluation, planning, implementation, troubleshooting, administration, maintenance, support, and upgrading of IT solutions, as determined by operational demands or industry developments.

**Professional** I am a ***Microsoft Certified Product Specialist*** pursuing a Systems Engineer Certification, experienced

**Attributes** with numerous aspects of a wide variety of technical positions, involving both electronic and information technology. I am a multi-tasking self-starter, team contributor, and possess strong organizational and communication skills.

**Previously**  Systems Engineer – Network Administrator – SNMP Network Switch/Router Manager – Network Protocol

**Held Positions**  Specialist – Telecommunications Specialist – KSU/PBX Phone Switch Manager – MS Mail/Exchange Administrator – Hardware/Software Technical Specifications Translator – Industry Analyst – Component Level Bench Repair Technician – Manufacturing Line/QA Technician – Cable Installer/Fabricator – Printer/Fax Technician.

**Hardware & Systems:** NOS; Novell 2.x, 3.x, 4.x, 5, Lite, MS WFW 3.x, 95/98, NT 3.x – 4.0 – 2000 Professional, SQL

**Software Experience** Server 6.5, Certificate, Transaction, SMS, Back Office 4.5, IIS 4-5, Lantastic 4-6-7, IBM AIX 3&4, SCO System V XENIX.

**Computers:** IBM Compatibles (Personally Assembled), HP Vectras, Compaq, IBM, Dell, Gateway, AT&T, Data General, NEC, Packard Bell, Grid Systems Laptops, HP Omni Book.

**Hard Drives:** MiniScribe, Seagate, Maxtor, Western Digital, and Quantum.

**LAN Adapters:** SMC, Western Digital, 3Com, Intel, Dlink, Addtron, HP, Novell/Anthem, AMD, Artisoft, Compaq, DEC, Fujitsu, IBM, Kingston, Linksys, Microdyne, National Semi. , Realtek, Cirrus, Xircom.

**Modems:** 3Com, Hayes, U.S. Robotics, Practical Peripherals, Zoom, Intel, ADTran, Apache Micro, AT&T, ATI, Best Data, Digicom, IBM, Lucent, Microcom, Motorola, NEC, Olivetti, Packard Bell, Rockwell, Siemens, Texas Instruments, Xircom.

**Printers:** HP, Okidata, Epson, IBM, Star, Panasonic, Alps, Ithaca, Data Products, Brother, Canon, AT&T, Citizen, AST, Kodak, Lexmark, Schlumberger, Texas Instruments, Compaq, NEC, Sharp, Xerox.

**NCR Cash Drawers, and Registers. Symbol Bar code Scanners.**

**Repair Bench Equipment:** Tektronix/Hitachi Oscilloscopes, De-soldering stations, Fluke DMM’s, Huntron component signature analyzers, Firebird 2000 line signal generators, AFD 4000 programmable in circuit analog or digital IC analyzer.

**Network Analyzers:** Microtest Compass – Pentascanner, Cisco Router/Etherswitch, Bay Network Management Hubs, HP Optivity / Openview, SNMP Management.

**LAN Protocol Management:** TCP/IP, IPX/SPX, NetBeui/NetBios, DLC, and SNMP.

**LAN Traffic Controllers:** Cisco Ether Switch – Router, Bay Network Manageable HUB, HP Advance Stack, Flow Point DSL Router, Ascend Pipeline, Dlink DSL Router.

**Desktop Applications:** MS Mail Client 3.x, Word 5.x 6.x, Excel 4.x 5.x, PowerPoint, Access, Outlook / Express, IE 3.2 to 6, Office 97 – 98 – 2000, Seagate Backup Exec Enterprise, Netscape, Peachtree 7 –8, Quicken, WordPerfect, Lotus – Notes, Dbase III – 4 – 5, Front Page, Visual Interdev, Adobe PhotoShop – Illustrator – Acrobat, Macromedia HTML – ASP Web developer, Visual InterDev 1 – 6, WinZip, Real time Video Editor, Real World Accounting Industry Specific.

**Communication Applications:** Symantec PC Anywhere – Norton Utilities – Anti-Virus, BLAST, ProComm, NT 3.5 4 RAS, FaxPort – RASPort for NT Lansource Technologies, FACSYS Fax Server Optus, Internet Connection Sharing on 98 home Workgroups and VPN LAN Intranet dial in access with NT C2 security Authentication.

**Employment Coeur d’ Alene Casino August 2001 - September 2003**

**History Bus Boy** General cleaning tables and stocking stations. Assumed Buffet teardown and setup responsibilities.

**Auditor** Performed general casino audit functions. Learned proprietary Quick Track application and VPT gamming machine meter reading controls.

**Machine Technician** Learned and supported Video Pull Tab operations, configurations, and electronics.

**The Backup, Inc. May 2000 - November 2000**

# Manager of Information Systems

***Migrated*** legacy MS Windows 95-98 peer to peer network to MS Windows NT 4.0 Single Domain model. Withdrew email and web hosting services from contracted ISP and supported with in-house MS Back Office 4.5 integrated services.

***Engineered*** MS Back Office Domain hardware configuration with maximum fault tolerance capability using hardware Raid 5 and Cluster Services. I selected an Intel SC450NX Quad Pentium III 550 MHz symmetric multiprocessor server platform to host web, email, ftp, and telnet, service, as well as provide for secure e-commerce transactions.

***Negotiated*** dedicated 10-megabit bandwidth pipeline on fiber optic connection with Avista Communications.

***Trained, and Supported*** co-workers and customers in a vast selection of technical issues. Application support varied from Internet Browsers, Adobe PageMaker, Photoshop, Acrobat Reader, Macromedia Authorwear, MS Office 2000, MS Windows 2000 Professional, MS Windows 95-98, QuickTime, Maximizer, and McIntosh systems.

**Voice Print International, Inc. June 1999 – January 2000**

**LAN/WAN Administrator**

***Administered*** MS Back Office 4.5, Exchange 5.5, IIS 4.0, MS Proxy 2.0, MS Transaction – Certificate – WWW – FTP – Telnet Servers. Monitored ICW and user Internet site access.

**Integration/ Installation Engineer**

***Managed installations*** of Voice Print Digital Voice Logging systems, often involving telecom wiring, removing and replacing existing cross connections 66 – 110 punch down blocks to accommodate passive Voice Print audio connections, etc.

***Trained and supported*** customers.

**Computer Locators, Inc. January 1999 - May 1999**

**Electronic component level repair Engineer.**

***Reviewed*** commercial and government-contracted malfunctioning items.

***Devised*** test / repair procedures.

***Mounted*** power supplies to Telephone switch rack.

Managed DEC TA90 STI-FIPS CTU adapters, Ann Arbor - Tempest Terminals.

***Maintained and operated*** Huntron Tracker 2000 and 5100s, Hitachi Oscilloscope, Fluke DMMs, PC based Dataman-48 EPROM and PAL burner.

## Volt Technical Services December 1998 - January 1999

***Configured and tested*** new GateWay Pentium NT4 workstations. Configured new and existing workstations with the Outlook 98 Exchange Server client interface.

***Upgraded*** workstations MS Office 95 to 97 versions.

***Integrated*** outdated hardware configurations with RAM and IDE HD's to accept the MS Win 95 operating system.

***Oriented*** end-users with new application: operations, services, and features.

***Educated*** end-users about application upgrades features, capabilities, and environmental configuration options.

**AMS June 1993 - November 1997**

**Manager of Information Systems**

***Managed*** corporate divisional site and eventual site merger, maintaining user accounts across various network platforms (Novell 4.x, 3.x, MS NT 3.x, 4.0), MS email accounts, daily backups, telecom and network connections.

***Engineered*** user workstation network cabling transition from Ethernet thin coax to category 5 TP. Assumed PBX Rolm 9751 model 10 operations, created user extensions, voice mail accounts. Implemented moves, adds, and changes, automatic call distribution, DNIS routing, and Pick restrictions. Also engineered server cabling upgrade from Ethernet thin net 10 MB backbone to a 100 MB backbone, segmented ether switched LAN, designed corporate domain model to upgrade MS Mail to Exchange.

***Upgraded*** two T-1 lines signaling from D4 to B8ZS. Installed two additional T-1 circuits. Generated DNIS and user tracking reports. Integrated PC components for deployment to end-users.

***Administered*** NT 4.0 user accounts, SQL 6.5 application deployment, two-way Domain Trust relationship, NT3.51 DHCP management.

***Maintained*** monthly anti-virus net-apps, Mcaffee and Intel. Maintained IP management on Cisco 1900 Ether-switch. Maintained HP Laser Printers (11, IID+, 4,5) and fax machines, user RAS access on MS NT 3.51, 4.0.

***Implemented*** network fax client services for MS NT and MS Win 95 clients using LanSource Technologies, Faxport.

# Technical Support Operator

***Solved*** customer inquiries regarding operations, installation, and maintenance of the proprietary Insurance Agency Submission & Proposal PC Network based multi-user application.

***Engineered*** Peer to Peer Networks: NetWare Lite, Lantastic, and MS WFW for compatibility testing.

**Sole Unix based (IBM AIX) customer support technician and Primary printer operations support technician**

***Trained*** users in-house on basic PC operations, print failures, memory issues, and basic LAN design options and capabilities.

***Integrated*** systems for Peer Network testing from discarded components, specifically old SCSI and ESDI Hard Drives and Controllers.

***Repaired*** in house equipment including Micro - Waves and Overhead Projectors.

**Growth Management, Inc. November 1991 - November 1992**

# Systems Analyst

***Maintained*** SCO Xenix System V Server operations, internal and customer Point Of Sale (Gas-Convenience Stores, Pump and Inventory control, ACE Hardware).

***Analyzed*** legacy systems and advised of upgrade opportunities.

***Trained*** customers on: System Operations, P.O.S. – Inventory Control, Real World accounting integration.

## Harris Dracon Division January 1991 - August 1991

# Electronic Technician

***Maintained*** component inventory, customized PC based test bed calibrations and repairs.

***QA*** testing and fault isolation in post assembly line of switching power supplies and variable voltage telecommunications line conditioners.

## VSE Corporation March 1988 - November 1988

**CBT Integrator/Analyst**

Validated and verified IBM Compatible - Zenith based PC Platform Naval Missile Delivery training software from a simulated variety of outfitted Naval Aircraft delivery positions. Validate mission parameters, aircraft functionality, and Verify minimal training platform requirements. Document all procedures and results. Co-ordinate with software developers regarding time frame, tests procedures, system requirements, and test result discrepancies.

**Related Work ABCO Hardware & Supply February 1986 – November 1986**

**Experience** Warehouse Manager

**Corlund Electronics January 1990 – March 1990**

Electronic Component Assembler and Wave Solder Operator

**Concourse Systems International, Inc. February 1988 – December 1990**

Component Level Bench repair Electronic Technician

**Packard Bell April 1990 – August 1990**

Toll Free Technical Support Operator

**Education** **High School Graduate with Honors**

**USMC Basic Training – MOS courses:**

Basic Electricity, Electronics and Avionics.

CH46 Sea Knight operations

**Golden State Trade School**

Associate Graduate Electronics Technology

FCC Certification

**Certified Microsoft Courses:**

WFW operations

Ethernet cabling

Upgrading, deploying and maintaining Win 95

Office support and deployment

NT 3.5 – 4 Workstation and Server support and administration

SQL 6.5 Administration

Mail – Exchange Administration

SMS Administration

BackOffice Administration

**Siemens** – ROLM 9751 Model 10 PBX

User Moves Adds and Changes

Phone Mail Administration

Automatic Call Distribution

**Personal** I am energetic, most of all enjoying myself when very busy. I value integrity, honesty, and loyalty. I excel when challenged, failing to cease until the issue is adequately resolved. I believe in good personal grooming and the power of humor in tense situations. I also enjoy exercise, good nutrition, sports and continuing education.

Donald L. Benton II.

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February 14, 2006

RE: Employment Opportunity

Dear Sir or Madam:

As described in detail in my resume, I have pursued my career of computer specialist for many years, involving formal training as well as hands-on experience.

I have 14 years of experience building, installing and maintaining computer systems and networks. My performance consistently exceeds customer expectations. In the addition to the technical expertise, my responsibilities often included training and management of technical personnel.

I am detail-oriented, honest, loyal, and hard working seeking a career opportunity with the company where I can contribute to its growth and success.

I would sincerely appreciate the opportunity to interview for the position with your firm, at your convenience. Thank you very much for consideration.

Respectfully,

Donald L. Benton II