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Your Name
Your Address
Portland, Oregon 97202
(503) 232-4147 (Home)
Email Address

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Summary of Qualifications

An energetic, self-motivated Microsoft Certified Systems Engineer skilled in Windows 95/98, Windows NT and Macintosh environments with Linux/Unix and Netware experience. Possesses knowledge in LAN and WAN technologies, protocols and configurations and expertise in PostScript printer hardware and software. Experienced in Internet technologies, web-page design and marketing. A very quick learner skilled in communication, problem solving and conflict resolution. Microsoft certified in NT Server 4.0, Networking Essentials and TCP/IP.

Employment Experience

MC MCSE   8/97 – Present
Portland, OR

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Owner/Webmaster

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- Created and continuously maintain this free resource for those attempting to achieve their MCSE Certification.

- Generate new traffic using a variety of marketing techniques and retain existing users by offering timely, original content. The site currently receives 500+ visitors per day and is one of the largest and most popular MCSE certification sites.

- Design web pages that are compliant to a variety of browsers and screen resolutions, while providing a layout that is easy to use.

- Compose a monthly newsletter offering technical articles, certification news and site updates.

- Research and answer users' technical questions that are received via email or the message board.

- Design graphics and animated banners.

- Constantly seek opportunities for new business by monitoring internet usage patterns and tracking site statistics.

COMPANY #1   5/97 – Present
Portland, OR

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Systems Analyst

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- Provided technical support to the sales team during entire sales cycle from pre-sales to implementation.

- Met with potential and current customers to discuss implementation plans in an effort to ensure proper installation of equipment and network/application configuration.

- Performed troubleshooting and diagnosis across a wide range of platforms and applications.

- Designed and implemented customer applications in an effort to create value add solutions.

- Managed own workload and schedule while ensuring prompt service to clients and sales force.

- Leveraged 3rd party solutions in concert with our own products and services to provide a truly comprehensive and integrated package for our clients.

- Maintained and configured demo equipment for customer evaluations and demonstrations.

COMPANY #2   5/94 – 5/97
Wilsonville, OR

Technical Lead

- Assisted co-workers with technical questions and handled upset customers often by taking ownership of the call.

- Implemented and taught training classes, provided 1-on-1 training and call feedback in order to improve team's ability to resolve customers' technical questions on the front line.

- Co-designed and administered internal Product Support web site.

- Acted as a focal point for Escalated Software and Hardware. Researched product bugs and new issues in order to discover and document solutions before the customer became aware of them.

- Served on the interviewing and hiring team.

- Provided desktop support.

- Worked closely with management providing feedback and suggestions regarding co-workers, call handling, processes and training.

Product Support Specialist

- Provided pre-sales information to prospective customers for this world leader in the office color printing market.

- Trouble-shoot customers' software and hardware printing problems over the phone ensuring that the issue is resolved, escalated or dispatched.

- Contributed to the company knowledgebase regarding pre-sales information and solutions to technical problems by writing and updating documentation for internal and external use.

- Updated and maintained the Quick Reference Part List.

- A leader of Web Support, contributing policy suggestions and answering customer inquiries via e-mail.

- Assisted and educated new employees with customer questions, company policies and system problems.

- Opened service jobs for printers requiring a technician's attention. Worked with end users, help desks and resellers to ensure that the proper contact and billing information was received in order to open a service call.

Education

B.S., Sociology. University of Oregon, Eugene, OR 1993
Networking Essentials. Portland Community College, Portland, OR. 1998
Behavioral Interviewing. Tektronix, Portland, OR. 1998

Certifications

Microsoft certified in Networking Essentials. Exam passed on June 19, 1998.
Microsoft certified in TCP/IP. Exam passed on February 16, 1999
Microsoft certified in NT Server 4.0. Exam passed on July 7, 1999