

Information Technology Analyst

EMPLOYMENT

BAX Global

February 2008 – August 2008

Network Operations

Initially contracted to convert network devices and systems to new IP network. Contract was extended to include helpdesk duties support Windows XP customer on a global network. Provided point of contact for network and data-center issues. Supported UNIX and AIX system in basic administration and functionality.

Ricochet Networks

September 2007 - December 2007

Network Operations

Provided all levels of technical support from Windows 98SE through Vista and Macintosh operating systems while maintaining 90% uptime on wireless network systems. Additional duties included equipment inventory, billing, technical documentation of process and shipping.

Pioneer National Resources, Inc.

February 2007 – July 2007

IT Analyst / Desktop Support

Contracted to provided desktop support for Windows XP/Citrix based network on a part-time basis for a current employee's 6-week leave. Provided exceptional support for imaging scanners, copiers and large HP plotters as well as desktop, network and server operations. Implemented documentation and processes in both helpdesk and internal resources through Remedy and publications. Project extended to full-time contract to include network discovery and isolation of system outage incidents.

Presbyterian Healthcare

April 1999 – September 1999

WinFrame Administrator

Albuquerque, NM

Successfully planned and implemented a multi-user Citrix WinFrame network environment to provide remote dial-in procedures and applications for a 50-user base of Medical Transcriptions. Developed training agenda and personally trained all departments in proper support procedures for the new window-based system. Took responsibility in supporting end user issues relating to modem connectivity and performance, profiles, user directories and specific user files common in the multi-user environment.

QUALIFICATIONS

- ❑ Excellent ability in supporting Windows 95 through Windows 8.1 desktop Operating Systems. In-depth knowledge of wireless, VPN and network connectivity and performance issues.
- ❑ Working knowledge of HTML5, CSS3, JavaScript and PHP. I enjoy working in various content management systems that support the MVC modeling system.
- ❑ Proven ability in documentation through written, e-mail, and web media in system and user overview, function, solutions, maintenance and procedures. Actively implement documentation standards and procedures for computer and network function, providing web, text and written resources to all levels of company personnel.

EMPLOYMENT

Southwest CyberPort

February 2006 – June 2006

Technical Support

Albuquerque, NM

Provided all levels of technical support to internet customers locally in Albuquerque, New Mexico. Support included dial-up, DSL, web hosting and other network/internet related services.

ClientLogic

July 2005 – February 2006

Sales/Technical Support

Albuquerque, NM

Initially provided sales and account registration. Promoted to technical support for PeoplePC dial-up internet services. Excellence in customer relations. Exceed sales quota regularly and provide excellent technical support in Windows 95 through XP.

Federal Express

October 2004 – January 2005

Technical Support Representative

Austin, Texas

Provided telephonic technical support for Windows 98SE through XP/2000. Technical support and training for users and managers utilizing network terminal, scanners, printers, Citrix ICA remote desktops and CISCO VPN users. Additional duties included training team on usage of Remedy and call tracking technologies.

EMPLOYMENT

Whole Earth Networks	August 1998 through December 1998
Senior Technical Support	Portland, OR
Sole senior technical support for 17,000 person userbase during graveyard shift. Responsible for monitoring and reporting system performance and error conditions.	
McAfee (Network Associates)	June 1998 through August of 1998
Lotus Notes Administrator	Portland, OR
Initially contracted to provide testing for current McAfee software solutions. Promoted to Lotus Notes Administrator to provide testing virus detection software in the Notes environment. Planned and implemented testing matrix and project plan for detection and cleansing of e-mail and user files infected with viri.	
Network Computing Devices, Inc	August 1997 through February 1998
Technical Support Engineer	Portland, OR
Provide technical support to network administrator Multi-user NT environment. Technical support included a large customer base of diverse LAN/WAN environments with strong emphasis on XDM connectivity, and client/server models. Reproduced and wrote bug reports for engineering staff. Provided initial testing and documentation of modem connectivity within the multi-user environment.	
Teleport Internet Services	January 1997 through June 1997
Development Manager	Portland, OR
Management of four Tier III support members in the Macintosh and IBM computer platforms. Trained staff in basic and advanced topics related to computer Internet support. Responsible for testing and release of the Teleport Internet Starter package, which included Internet software for Macintosh, Windows 3.x and Windows 95 platforms. Additional duties included "last-stop" technical support for advanced Internet issues. Oversaw timely update of management, staff, and userbase with majordomo, newsgroups, email, and briefings. Creation of on-line helpfiles for current situations and topics.	

SKILLS

- Pleasant and professional personality.
- Ability to develop synergy amongst a team, guide a group and/or work independently within timelines and goals.
- Ability to explain complex computer and network related information to customers, professionals and executives.
- Design ability including flow, process, organization and system charts and maps.
- Process control, documentation, testing and training are part of my planning process.
- Interest and ability in script based and database driven (PHP/SQL) web programming.

EMPLOYMENT

MILITARY

U.S. Army	July 1986 through April 1992
HAWK Radar Technician	Germany
(24K1R)	White Sands Missile Range
Calibration, maintenance, troubleshooting, and repair procedures for the ICWAR and IHIPAR air defense radar systems. Trained in advanced diagnostic usage of test equipment for on-site and in-shop repair of chassis and system malfunctions. Additional duties included responsibilities for updating, indexing and secure storage of classified and secret radar system manuals for section in Germany and entire battery at WSMR (LC-32). Honorably discharged from WSMR.	

EDUCATION

- American Business and Technology University, Technical Diploma in Computer Programming and Systems Design, 2014, 3.9 GPA
- US Army Missile and Munitions School, Redstone Arsenal, AL, 52 week course, 24K1R - Improved HAWK Radar Repairman School
- Graduation from Vacaville High School
Vacaville, CA - 1986