Joseph L. La Marsh

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**Systems & Network Administration**

**EDUCATION / CERTIFICATIONS**

* Applied Associates in Information Technology: University of Phoenix – **March, 2011**
* CompTIA A+ - **April, 2000**

**QUALIFICATIONS**

* Over 10 years in the field of Microsoft Windows products and application support in varying positions of increased responsibility and oversight.
* Hands on experience with hardware and software repairs in a variety of servers, desktops, and laptops.
* Extensive experience in technical / phone support, great oral and written communication skills.
* Experience with accounting software, monthly reporting and account management for vendors and clients.

**TECHNICAL SKILLS**

* Systems: Windows 7/XP/2000/NT desktops, Windows 2008/2003/2000/NT servers, Linux
* Hardware: HP/Cicso switches and routers, Dell servers, HP servers
* Databases:  SQL Server 2008/2005, MySQL
* Web servers: Apache, Microsoft IIS
* Applications:  MS Office, Adobe, Lotus,
* Networking: TCP/IP, DNS, NLB, DHCP, SMTP/POP3/IMAP, FTP, VPN

**ADMINISTRATIVE SKILLS**

* Technical documentation authoring.
* Microsoft Volume Licensing administration.
* Vendor and client relationship management.

**PROFESSIONAL EXPERIENCE**

**ComputerJoe** <http://www.computerjoe.biz> - Molalla, OR 2008-Present

Self-Employment

Highlights: Provided onsite and remote support to clients in a variety of environments. Acting as mostly a field technician providing support for home and office. Clients ranged from home users to local insurance and reality businesses. Professional references are available on request.

* Home / Office initial network setup including integration with corporate VPNs.
* Troubleshooting system performance caused by faulty hardware and malware and virus infestation.
* Onsite training for software use and proper procedures to aid preventive maintenance (defragmentation, virus / malware protection); use of proper software based on client needs.

**SJR Productions** – Oregon City, OR, 2006-2008

Systems and Network Administrator / Customer Relations

Highlights: Moved and Set up and maintained office networks, computer systems and peripherals. Aided customers in software purchase recommendations as well as initial setup. Prepared and automated monthly reports for vendors and clients with the accounting department.

* Installation, configuration and administration of Nortel Norstar phone system and handsets.
* Prepared and maintained office servers for online store sales with the use of IIS, ASP, PHP, FTP, HTTP, and SQL.
* Responsible for customer resolutions at a management level; When and if issues went beyond sales.

**T-Mobile** - Salem, OR, 2004-2005

Customer Service Representative

Highlights: Worked as a Customer service repristentative, providing resolution with customer provisions and billing. Also provided support for handheld GSM phones and devices.

* Managed customer account provisions and billing.
* Provided world-class customer service.

**SJR Productions** – Mulino, OR, 2003-2004

Systems and Network Administrator / Customer Relations

Highlights: Set up and maintained office networks, computer systems and peripherals. Aided customers in software purchase recommendations as well as initial setup. Prepared and automated monthly reports for vendors and clients with the accounting department.

* Installation, configuration and administration of Nortel Norstar phone system and handsets.
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**DirecTV Broadband (SFI Staffing)**, Beaverton, Oregon, 2001-2002

Senior Client Support Analyst

Highlights: Aided customers in escalated tier III resolutions when needed. Provided ISP side support for local telephone company employees and line repairs. Resolved local ISP issues within the DirecTV proprietary infrastructure.

* Provided new and repaired provisioning for new users in Juniper routers
* Aided customers and telephone customers in troubleshooting inside and outside wiring.
* Provided support for and troubleshooting for quality of service.

**800 Support / CyberRep**, Tualitin, OR, 2000-2001

Technical Support

* Provided technical support for multiple ISP’s and Dial up services.
* Worked with end users to resolve connectivity issues on Windows and Mac OS.

**IBM (Manpower Professional),** La Mirada, CA, 2000

Computer Technician

* Built and configured new systems for desktop, server and designers.
* Worked in a warehouse environment and followed work orders to meet required deadlines.
* Wiped and prevented old data from being recovered.
* Aided other departments in system configuration to reach deadlines.