**Todd Hayes**

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# MCP(rgb)

### Summary

Accomplished and enthusiastic IT professional with a winning combination of education, specialized training and 13 years of diverse experience that includes **database administration**, **development** and customer/user support. Recognized as an expert hardware and software troubleshooter, **strategic thinker**, and cost-efficient tactician. My knowledge, experience and training in **SQL**, as well as my targeted interest, are the cornerstones for my confidence to make value-added contributions to an organization's success.

Notable accomplishments and contributions include:

* Writing Bankruptcy Manger using Microsoft **Visual Basic Professional 5**
* Implementing an enterprise antivirus suite
* Serving as the **webmaster** for a corporation's internet and intranet website
* Successfully starting a small business and actively engaging in the business community

**Specialized Training**

Microsoft Courses taken at New Horizons, Beaverton, from June 2010 through November 2010:

* Configuring Windows Server 2008 Active Directory Domain Services
* Configuring Identity and Access Solutions with Windows Server 2008 Active Directory
* Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure
* Planning and Administering Windows Server 2008 Servers
* Writing Queries Using Microsoft SQL Server 2008 Transact-SQL
* Maintaining a Microsoft SQL Server 2008 Database
* Implementing a Microsoft SQL Server 2008 Database

**Microsoft Certifications**

* Microsoft Windows XP Professional
* Microsoft Windows Server 2008, Active Directory Configuration (pending – to be completed by January, 2011)
* Microsoft SQL Server 2008, Implementation and Maintenance (pending – to be completed by December, 2010)

### Education

## Bachelor of Science, Business Administration, Management Information Systems, Applications track

## Associate of Science, Computer Information Systems, El Camino Community College

### Experience

**RadiSys Corporation**

**September 2009 to December, 2009**

**Desktop Support**

Load desktop/laptop image from LANDesk server; troubleshoot desktop software, setup new workstations; troubleshoot network connectivity; deploy software using LANDesk Management Suite; troubleshoot software/hardware issues; administer user and computer accounts using Active Directory; administer user accounts in Lotus Notes.

**Webtrends/Robert Half Technology**

**April 2009 to August 2009**

**Desktop Support**

Troubleshoot desktop software, setup new workstations; troubleshoot network connectivity, troubleshoot software/hardware issues; Active Directory – assist the network administrator with user and computer administration; cell phone support – order and activate new/existing Blackberries or iPhones with AT&T, Verizon, or T-Mobile, administer BlackBerry Enterprise Server.

**LIME Financial Services, LTD./TEKSystems**

**November 2008 to February 2009**

**Desktop Support**

Troubleshoot desktop software, setup new workstations, troubleshoot network connectivity, troubleshoot software/hardware issues; Active Directory – assist the network administrator with user and computer administration; website support – assisted clients with problems using LIME Financial Services’ online loan application program; BlackBerry support – activate new/existing Blackberries with Sprint, customize to fit organization standards, perform Enterprise Activation.

**PacifiCorp**

**October 2008 to November 2008**

**Customer Support**

Website support – help customers use the online payment system on the company website after a major website rebuild.

**Unified Grocers**

**August 2007 to July 2008**

**Support Desk Services**

IT support for grocery stores – troubleshoot credit card terminal problems, wireless scanner systems, internet access from secured LANS, VPN connections, TCP/IP configuration, proprietary ordering and pricing systems, support credit card transaction processing.

**ATS Inc./Providence Health Systems**

**August 2006 to July 2007**

**Customer Service Representative**

Help desk support for a major hospital system – answering calls from different hospitals and health centers in support of computer and phone systems. Tasks ranged from user account management to computer troubleshooting to helping clients use software. Programs used are SMS remote systems, **Remedy**, **Magic**, **Microsoft Active Directory**, Microsoft Office, as well as many others.

**Data Tech Solutions**

**April 2004 to July 1, 2006**

**Consultant/Owner**

Services range from **desktop support** to full client/server network support, solving my clients’ problems and delivering **cost-efficient solutions** to their businesses. **Desktop support** was the largest portion of the business, and that ranged from **hardware/software** support to **internet security** solutions and virus cleaning.

**Cosmotronic Corporation**

**August 2003 to March 1, 2004**

**Technical Support Specialist**

Researched and **implemented an enterprise antivirus suite**; installing an upgraded licensed version of a CAM/CAD viewer program; installed a new CAM/CAD server/workstation system; assisted in implementing a Microsoft Terminal Services service; provided desktop and network support for a Windows 2000 network with Windows XP, 2000, and 98 workstations; **Exchange 2000 administration**; VPN support; TCP/IP configuration; **Norstar phone system administration.**

**Dreyfuss, Ryan & Weifenbach**

**November 2001 to June 2003**

**Network Administrator**

**Wrote Bankruptcy Manager using Microsoft Visual Basic Professional 5**, connecting to a Microsoft Access database; supported **Windows NT, 2000, and Exchange 5 servers**, daily Arcserve backups, Windows 98/2000 workstations; advised on and purchased new and replacement hardware and software; administered Norstar phone system.

**Todd Hayes Computer Consulting**

**April 2001 to November 2001**

**Owner**

Desktop and network support for Microsoft Windows NT/98/ME workstations and Windows NT/2000 servers. Desktop support, including **hardware and software** support, was the primary duty as a subcontractor for a consulting firm.

**Lyncole XIT Grounding**

**November 2000 to April 2001**

**Network Administrator/Webmaster**

Support and administer a Novell 3.12 server and a Linux email server; desktop support for Windows 9X workstations; **webmaster for the corporate internet and intranet websites**.

**Todd Hayes Computer Consulting**

**June 1998 to November 2000**

**Owner**

Desktop and network support for Microsoft Windows NT/98/ME workstations and Windows NT/2000 servers. Desktop support, including **hardware and software** support, was the primary duty as a subcontractor for a consulting firm.

**BCBG Clothing**

**January 1997 to June 1998**

**IS Support**

EDI processing; UPC processing; user support; retail support/point of sale hotline user support; Retail Pro, Novell & NT network administration; PC & network hardware maintenance.