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Bernard Cousens

Objective

Seeking a Systems Support position in which I can utilize my technical skills and work ethics in a technology oriented company.

Computer Skills

Microsoft Certified Professional (MCP)
Linux/Unix and MS Windows Server/Desktop Operating Systems
Active Directory; Virtualization; Network Administration
Exchange installation, administration and configuration
System backup and disaster recovery
Wireless/Fiber/Ethernet network hardware install, administration and configuration
PC/Server hardware and software repair, maintenance, administration and troubleshooting
Remote access setup, configuration and administration

Education

8/2000 Ridley-Lowell Business & Technical Institute New London, CT

Networking/Computer Electronics Degree

Made the Dean's List with a 3.84 GPA.

Work experience

07/2011 – Present AOK Consulting Quaker Hill, CT

Sr Network Engineer

Implementation and administration of networks, servers and workstations for businesses. IT consultation for businesses. Design solutions for improving businesses processes and implement according to customer needs. Provide on going support to customers remotely and onsite. Installation, configuration and maintenance of network security, backup solutions and remote access. Setup and configuration of smartphone/handheld devices.

04/2011 – 7/2011 Self-Employed IT Consulting Groton, CT

IT Consultant

Setup and administration of networks, servers and workstations for customers. Design solutions for growing businesses and implement according to customer needs. Provide on going support to customers remotely and onsite. Installation, configuration and maintenance of network security, backup solutions and remote access. Setup and configuration of smartphone/handheld devices

08/2009 – 4/2011 Star Computers Niantic, CT

Network Technician

Setup and administration of networks, servers and workstations for customers. Design solutions for growing businesses and implement according to customer needs. Provide on going support to customers remotely and onsite. Installation, configuration and maintenance of network security, backup solutions and remote access. Setup and configuration of smartphone/handheld devices.

11/2006 – 11/2008 Oliver Group, LLC Pawcatuck, CT

Systems Engineer

Restoration and conversion of email/file server data from various backup technologies and media for litigation support in a fast-paced, high pressure, team orientated environment. Provide advanced configuration, implementation and support of Microsoft Exchange 5.5/2000/2003. Document technical issues and resolutions ensuring knowledge is shared with other members of the technical team. Installation, configuration and administration of Microsoft Windows 2000/2003 Active Directory. Microsoft Windows/Linux/Unix operating system setup, configuration, administration and deployment. Other litigation support responsibilities as defined by the client, such as media duplication and extensive EDD processing/conversion.

4/2005 – 10/2006 General Dynamics New London, CT

LAN Technician – Server Administrator

Responsible for providing customer oriented support for over 2,000 users and 1,700 workstations at the US Coast Guard Academy on two separate networks, one being an educational and the other a military infrastructure set to DHS security specs. Responsible for day-to-day

support of end user via helpdesk calls. Plan, install, configure, monitor and support systems and network infrastructure components including switches, network printers, servers and workstations. Goodlink Treo and SMS 2003 administrator. Provided server support involving upgrades to hardware, software, OS service packs and security fixes as well as Active Directory administration. Exchange 2003 user and group account configuration. Provided LAN support throughout the Academy campus including configuring and monitoring the performance of switches, hubs and Cisco WiFi access points. Assisted Sr Server Engineer with Citrix administration, configuration and problem solving.

2/2002 – 4/2005 Daticon, Inc. Norwich, CT

Desktop Support Analyst – Server Administrator

Maintain, analyze, troubleshoot, upgrade and repair computer hardware and software systems. Employee and Customer Hardware/Software support and training. Support and maintain both NT and Active Directory user account information including rights, policies, security and groups. Assist and perform IT projects and technical assignments with very little or no supervision. Contribute to complex problem solving in a large networking environment. Citrix administration for over 20 Citrix Metaframe servers. Blackberry RIM/Goodlink Treo administrator supporting 50+ users. VMWare install, configuration and administration.

3/2001 – 2/2002 Emprise Corporation Ledyard, CT

Field Service Technician

Onsite installation and training of naval maintenance management software. Sybase ASA Database installation, configuration and troubleshooting. Setup database replication through telephone and satellite uplink. Basic network and server hardware configuration. Provided customer support via telephone and/or e-mail. Exchange 5.5 user and group account administration.

1/2000 – 2/2001 Foxwoods Resort & Casino Ledyard, CT

Slot Repair Technician

Game preparation, installation, preventative maintenance and theme conversion in a shop and field environment. Troubleshooting and repair of electronic and mechanical game malfunctions. Performed tasks with minimal supervision.

5/1999 – 1/2000 Whelen Engineering Chester, CT

Electronics Test Technician

Responsible for testing products and finished assemblies to ensure quality, functionality and reliability. Performed troubleshooting and detailed repairs of PC boards using schematics. Familiar with many electronics testing equipment.

9/1992 – 9/1996 Military - Marine Corp Camp Lejeune, NC

Field Wireman Specialist

Installed and maintained field based communications equipment. Operational troubleshooting of all related equipment. Experienced with coaxial and fiber optic cabling.

Summary

As a self-motivator with initiative, I am confident that I can add value to any position I accept. I work efficiently in both a team environment and independently. I look forward to scheduling an interview and meeting to discuss my qualifications in greater detail.