***Teresa Hidalgo-Fitzgerald***

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**SUMMARY**

A result oriented professional with over 15 years of experience in Information system technology, application development, web page development, programming, troubleshooting and network management. Major strengths include the ability to deal with stressful situations, deadlines and coordinate work with multiple personality types. A persistent person with an emphasis on problem solving and program success. A reliable, detail oriented, well organized planner with excellent communication skills.

**Core competencies:**  Database management

Crystal Report Microsoft Office, and Access 2007

Cisco Damion Database system

Programming languages C++, Visual Basic, SQL

Landesk Photoshop, Corel

Symantec Citrix, VNC

Web Page Design Front Page, HTML

Bilingual, Spanish Microsoft Networking

Active Directory Telnet

***NETWORK SUPPORT***

|  |  |
| --- | --- |
| Security Technologies: | Norton, Symantec, Ghost Enterprise |
| Systems: | Windows (all) |
| Networking: | LANs, WANs, VPNs, Routers, Firewalls, TCP/IP, routers configuration |
| Software: | MS Office (Word, Excel, Outlook, Access, PowerPoint, Quark express,Front Page |

**KEY ACCOMPLISHMENTS:**

* Desktop Management, manage IT / Desktop initiatives and organize projects
* Designed Westfield District Court Summons document using Visual Basic which increased the efficiency and productivity of the Westfield District Court office.
* Network upgrading. Switching the network from a Windows NT network to a Windows 2003 network. This resulted in easier network management as well as better user interface.
* Network Maintenance that resulted in increased network performance and decrease network security risk.

**PROFESIONAL EXPERIENCE**

**HAMPDEN COUNTY DISTRICT ATTORNEY OFFICE SPRINGFIELD, MA APRIL 2001 -January 2010**

***NETWORK SUPPORT***

* Designed Westfield District Court Summons document using Visual Basic. This document has a menu that automatically inserts data in ongoing pages avoiding the need of manually entering the data on each page. This system has increased the efficiency and productivity of the Westfield District Court office.
* Network upgrading. Switching the network from a Windows NT network to a Windows 2003 network. This includes Making cat five cables, installing cables, creating account and deleting accounts, backing up data, , cloning computers, restoring data, troubleshooting switches and routers, configuring IP addresses and monitoring network traffic, installing computers and printers.
* Network Maintenance that resulted in increased network performance and decrease network security risk. This includes the use of LANDesk management software, patching computers with the latest Microsoft security software, upgrading computer software, cloning computers, implementing antivirus software, remote control, deleting and creating users account with active directory, upgrading hardware and software in servers and pcs.
* Desktop support. This includes writing report, troubleshooting Microsoft office application, transferring data, conversion of data, troubleshooting printers.

***911 SYSTEM ADMINISTRATOR***

* Designed and Implemented the 911 Request Information System which includes an automated request form. After running the 911 software the specific information requested is fed back into the individual Assistance District Attorney’s folders. This system has increased the efficiency of obtaining 911 evidence which results in higher success in criminal prosecution based on 911 evidence.

**BANK TELLER 11 FIRST MASS BANK AMHERST, MA**

Handling Cash, selling bank products, updating customer's files, customer service

**ECONOMIST**

**CENTRAL BANK OF THE DOMINICAN REPUBLIC-Dept of Statistics and Census**

Designing surveying and analyzing macro and micro economic data

**EDUCATION**

Bachelor of Science Degree Westfield State College, MA

Computer Information Systems

Degree overview: Accounting, Business management, Financial Management, Business Math, Statistics, computer languages C+, vb6, sql, Operational System, Database Management, Analysis and Design, Senior Project, End User Computing, etc.

Associate Degree, Science Holyoke Community College, MA

Computer Information Systems

Degree Overview: Accounting, Business management, Financial Management, Business Math, Statistics, computer languages C+, vb6, sql, Operational System, Database Management, Analysis and Design, Senior Project, End User Computing, etc.

Bachelor of Science Degree Universidad Autonoma, DOM

Economics Degree

Degree overview: Marketing, micro and macroeconomic, accounting, business models

**ADDITIONAL TRAINING**

* CISCO, Routers and Switches Springfield Technical College, MA
* Microsoft Network Training MDAA
* Computer Graphics Westfield State College, MA
* General banking Holyoke Community College