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Technical Resume

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Objective

I am seeking a position that provides clients with user support as well as performing Web page design or network administrator/ technician functions.

Employment History

Desktop Support Technician, TEKSystems, Inc. in Las Vegas, Nevada (07/2004 to 07/15/2005)

- *Desktop Support Technician,* Cox Communications Incorporated (12/01/2004 to 07/15/2005)
- *PC Technician*, Sierra Health Services – PC Relocation and deployment (11/23/2004)
- *PC Technician*, Fallas Parades – Cash Register Swap (11/18/2004)
- *PC Technician*, TJMAXX (St. George, Utah) – upgrading POS server and Cash Registers (11/04/2004)
- *Driver Tester,* NextWave Telecom Inc. – assisted with testing wireless technology (10/15/2004 to 11/20/2004)
- *PC Technician*, Countrywide Financial – PC Relocation and deployment (10/09/2004)
- *PC Technician*, Las Vegas Convention Visitor Authority – Dell PC Rollout (09/13/2004 to 09/18/2004)

Assistant to the Director, Japan Studies Institute at San Diego State University (06/2004 to 07/2004 and 06/2003 to 07/2003)

- Designed, created and maintained 2002, 2003, and 2004 institute websites
- Organized events
- Performed multiple support functions for the institute that included: locating teaching material, liaison with the service providers, faculty, school staff, and participants
- Provided support material, participant support, and public relations
- Provided support to the Director on matters relating to institute operation in 2003 and 2004
- Researched
- Worked extensively with the reference librarians to locate printed material as well as films for the instructors/presenters that formed part of the formal curriculum

Graduate Assistant, Department of Asia Pacific Studies at San Diego State University in San Diego, California (01/2004 to 06/2004)

- As the graduate assistant to the Department Chair, I was tasked to perform various research functions that included articles and film
- Designed, created, and maintained the website of the Department Chair, for other Department Professors, and for the summer 2004 instruction in Thailand
- Provided computer software and hardware support to the department staff
- Provided instruction as well as end products in MS PowerPoint relating to curriculum

Customer Service Professional, SITEL Corporation in Las Vegas, Nevada (09/2003 to 01/2004)
* Contracting to Cox Communications serving Phoenix, Tucson, and San Diego

- Analyzed and developed workarounds to difficult problems for timely solutions
- Attended training sessions on new products or areas, as well as effectively utilized current training resources
- Communicated technical information, concepts, and solutions in a professional and friendly manner that established, maintained and improved the relationship with the customer
- Completed training for specific products and documented all training and recovery procedures for internal and external customer and team use
- Created and compiled technical resource information to be used by internal and external customers
- Inputted accurate data in all required systems, including offered solutions
- Logged customer calls as required

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- Provided basic technical support via phone or other communication media and resolved customer problems in a professional and prompt manner
- Provided support for customers by resolving escalated issues and troubleshooting
- Provided technical support, internal and external customer support for supported products as dictated by qualitative and quantitative standards of the client

Graduate Assistant, Graduate Interdisciplinary Studies at San Diego State University, San Diego California (09/2001 to 12/2001 and 01/2002 to 06/2002)
- Tasked to perform a special project to increase departmental numbers that included: promotion, liaison with the state, country, and city libraries

Database Administrator/User Support, ASRC Aerospace in San Francisco, California (11/2000 to 08/2001)
*Contracting to US EPA Superfund Records Center Region 9
- Compiled the first Computer Support Department manual
- Database support on Oracle, FoxPro and SQL Server
- Developed a new Records Center Intranet site to organize and display records management information for all staff
- Developed an automated system, in Excel, to gather, organize, and report monthly statistics
- Developed new CD-ROM production procedures
- Installed SQL Server v7.0 on the file server
- Network support on NT 4.0 and Novell Netware 5
- Took the company's internal paper forms and converted them to editable electronic versions using Adobe Acrobat, which were used by the company's record center nationwide
- User and Desktop Support on Windows 98 Workstations
- User Support for Lotus Notes, Corel WordPerfect and in-house applications

District Office Systems Specialist, Province of British Columbia Ministry of Forests: Lillooet Forest District [since 2001 renamed Cascades Forest District and is the amalgamation of the Merritt and Lillooet Forest Districts] Lillooet, British Columbia, Canada (03/1992 to 08/1996, 08/1998 to 01/1999, and 02/1999 to 07/2000)
*Moved from the Queen Charlotte Islands to Lillooet facilitated as an intra-ministry move, effectively making employment dates 08/1998 to 07/2000.
- All support functions were conducted in a mixed workstation environment using Windows NT 4.0 Workstation, Windows 95 and Windows for Workgroups (3.11)
- Converted the original OS/2 LAN Server to NT Server version 3.51
- Coordinated repairs, facilitated the orderly development of local systems, trained in operation of system equipment and software packages
- Expedited all software and hardware support functions, problem analysis, troubleshooting for all micro and mainframe computer applications, developed and implemented backup procedures, data filing and security
- Functioned as the administrator of Local Area Network
- Local Area Network Administrator using Windows NT 4.0 Server
- Managed over 60 users using Windows NT 4.0 Server on a Dell 4200
- Optimized the exploitation of software packages inclusive of Geographic Information Systems, Global Positioning Systems, Power Drafting, Computer Graphics and Design, all on a multi-user environment
- Responsible for identifying information technology issues, evaluating systems priorities, identifying operational, financial and human resource impacts, and recommending strategies
- Responsible for software and hardware support, problem analysis, troubleshooting for all micro and mainframe computer applications, developed and implemented backup procedures, data filing and security

Instructor, University College of the Cariboo in Lillooet, British Columbia, Canada (1992 to 1993)
- Employed contracted as an instructor for the Microcomputer Certificate program

Sales Micro Computers, Great Canadian Office Supplies Warehouse/Office Depot in Richmond, British Columbia, Canada (10/1990 to 03/1992)

* In 1992, Office Depot, Inc. acquired H.Q. Office International, Inc., including the Great Canadian Office Supplies Warehouse stores, in western Canada

- Responsible for selling microcomputers and peripherals to walk-in clients. Clients ranged from small business to personal home systems customers.

Application Programmer – Work Practicum, AccuGraphics Design, Inc. in Richmond, BC, Canada (06/1991 to 08/1991)

- Designed and developed an order entry system using Borland's Object Vision on a Windows 3.1 environment

Special Consultant to the Computerization Committee and Project Leader Case Administration System Project, Supreme Court of the Philippines Office of the Chief Justice, Padre Faura, Manila, Philippines (01/1990 to 08/1990)
* The CCSC trained the members of the Court for a smoother transition to the computerized CAS and other office applications

- Developed the five-year Information Technology Plan.
- Responsible for the delivery of the Supreme Court's Case Administration System
- Responsible for vendor evaluation of system solution, network operating system and hardware/cabling configuration
- Set up the Supreme Court Computer Support Center
- Trained on Novell Netware 386

Instructor Contract Position, AMA Computer Learning Center Makati, Metro Manila, Philippines (11/1989 to 01/1990)

- Assisted in the standardization of the learning material as the prime developer for the Dbase (interactive) courseware and as a contributor for the WordStar 5 courseware
- Held regular sessions for approximately 10 students per class on Dbase (interactive) and WordStar 5

Senior Marketing Service Representative and Product Specialist for Mainframes and STATUS, Omega Computer Corporation, Makati, Metro Manila, Philippines (06/1989 to 01/1990)

- Concentrated on the IBM Mainframe Focus 4th generation language running under VM or MVS operating systems as well as IBM PC XT, AT under DOS and PS/2 under OS/2
- Introduced to key prospects the benefits of using Norand Data Systems handheld technology concentrated on Van Sales and Route Selling
- Involved in the marketing of STATUS Text Retrieval Database System
- Project Marketing Activities: Joint effort with Computer Power Australia (training on Status features with emphasis on Judicial/Litigation Support Systems, Case Management Systems and Case Research Systems/Legal Databases) and IBM Philippines (one-on-one executive training with IBM Industry Specialist on 43XX, AS/400 and 937X) IBM Mainframes (refurbished) Marketed used hardware to give clients an option for system upgrade or outright installation
- Trained by Computer Power representatives on both technical features and marketing positioning strategies for System Software

Marketing Services Representative Computer Services, Mega Data Corporation, Makati, Metro Manila, Philippines (09/1988 to 06/1989)

- Marketed services that included MIS Studies, Consulting, Programming, Data Encoding, Hardware Maintenance, Facilities Management and Computer Time Sharing
- Responsible for data gathering for first hand information
- Scope of responsibilities included client requirement identification, proposal preparation, system presentation, closing and collection

Marketing Representative [half-time shared with Omnidata Computer Corporation], Scanning Technologies of the Philippines, Makati, Metro Manila, Philippines (04/1988 to 09/1988)

- Acted as consultants and sold an INTERMEC Bar Code solution
- Gained valuable experience dealing with customer requirements while working as an exhibitor at the Philippine Computer Society's "Breakthrough '88"

- Scope of responsibilities included: data gathering, analysis of client requirements, system recommendation and configuration, technical proposal preparation, equipment demonstration, closing, and collecting

Marketing Assistant Data Entry [half-time shared with Scanning Technologies of the Philippines], Omnidata Computer Corporation, Makati, Metro Manila, Philippines (04/1988 to 09/1988)
- My job as a Marketing Assistant was to sell Data Encoding Services to both local and foreign clients
- Upon receiving the specifications pertaining to a project, I would cost, send a proposal, close and collect

Buying Coordinator, Offshore Data Systems Corporation in Walnut Creek, California (01/1987 to 04/1988)
- Assisted in the Philippine Software Export Mission as the ODSC representative acted as the host in San Francisco and a liaison officer in Los Angeles
- Coordinated the buying needs of the Mega Group
- Developed contacts within the companies that supplied and serviced the Mega Group's needs
- Experienced coordinating the container shipping with freight forwarders
- Responsibilities ranged from actual purchasing and shipping of items while informing the group of the changing price situation of the hardware and software needs