

NICHOLAS TORRES

25019 Summit Creek San Antonio, TX 78258

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SUMMARY OF QUALIFICATIONS

- Strong analytical, communication and organizational skills
- Ability to work with abstract concepts logically, while paying close attention to detail
- Work well in a team environment, as well as independently
- Ability to communicate with non-technical personnel in a clear, concise and professional manner
- Superior customer service skills, effective in working in a fast-paced environment

EDUCATION

The University of Michigan - Dearborn, Dearborn, MI

Master of Science in Information Systems

Graduated December 2012

The University of Texas at San Antonio, San Antonio, TX

Bachelor of Business Administration in Information Systems

Graduated May 2008

Graduating GPA: 3.27

Major GPA: 3.50

Oakland Community College, Orchard Lake, MI

Associate Degree in Liberal Arts

Graduated May 2005

Graduating GPA: 3.19

Waterford Mott High School, Waterford, MI

General Studies

Graduated June 1999

EXPERIENCE

Programmer /Systems Analysts – GPM Life Insurance Co. – San Antonio, TX:

September 2010 – December 2012

- Windows IIS Server 2008 Installation and Configuration on VM Ware
- Linux (Ubuntu) Web Server Installed, Configured and Deployed on IBM Blade Server
- Tivoli Encryption Key Management Server Installation and Configuration for Disaster Recovery
- Developed Java based solution for Insurance Forms using SQL
- Increased website traffic 80% during initial 2 months
- Established and maintain online presence utilizing SEO best practices
- FTP and SSH protocols
- Update websites in HTML
- Highrise CRM
- Conduct Staff Analyst review of non-exempt positions
- DB2 queries based on user specifications

Web Technical Administrator and Back-up Network Administrator - GPM Life Insurance Co. – San Antonio, TX:

February 2010 – September 2010

- Assisted in the installation of NAS Storage device for iSeries Blade Center
- Support, maintain and update Corporate website (www.gmplife.com)
- Developed an Agent Commission website in PHP and HTML on Linux Web Server (www.gpmlifecommission.com)
- Focused on 'call to action' and multiple landing pages
- Released updated intranet site
- Installed IBM Tivoli Key Manager tape encryption system
- Acted as back up for Network Administrator (as needed)
- Maintained, updated and distributed LAN and iSeries disk storage reports
- Utilize Windows Active Directory to maintain user accounts on the Network
- Maintain and create new organizational units in Active Directory in order to restrict or permit access, permission, or resources
- Staff Analysts review, including reviewing a position, reviewing job functions, time spent on duties and job descriptions
- Provided Network Technical Support
- Troubleshoot various network connectivity issues
- Monitored Network for issues using WireShark Network Monitoring Utility

Intern – Helpdesk - GPM Life Insurance Co. – San Antonio, TX:

January 2009 – February 2010

- Co-coordinated the design, tested and deployed an updated corporate website (www.gmplife.com)
- Deployed an updated intranet site
- Provided technical support for organization via telephone, email, and ticket request
- Enabled both LAN and iSeries accounts
- Changed passwords for LAN and iSeries accounts
- Troubleshoot network connectivity issues with workstations and printers
- Organized and inventoried computers for an auction

Computer Technician – Contemporary Computer Concepts – Clarkston, MI:

June 2003 – March 2004

- Network Troubleshooting & Network Maintenance for small & mid-sized businesses
- Network installations including workstation configuration & wire installations
- Computer repair, in-house & onsite for both businesses & home

Co-Op/Inter - Oakland County Court Administrators Office – Pontiac, MI:

May 1999 – February 2000

- Entered information of criminal cases coming from District court to Circuit court
- Daily rounds where I collected court documents & videos of courtroom proceedings from the Judge's chambers
- Substitute secretary for Circuit Court Judges as needed
- General clerical duties: answering multiple telephone lines, delivering messages to the correct parties, making large quantities of copies, delivering mail

ADDITIONAL SKILLS

- Windows Server 2008 & 2003
- Windows IIS Server 2008
- Exchange Server 2003
- Extensible knowledge and understanding of TCP/IP networks, including LAN and WAN
- IBM Tivoli Key Management Server
- Mac OS X
- Windows 7
- FTP – Filezilla
- SSH – Putty
- Oracle Virtual Box
- Netgear Gigabit switches
- Linksys Routers and Wireless Routers
- 800 series Cisco routers
- Juniper Netscreen Firewall
- Barracuda Anti-spam filter
- Java IDE's – NetBeans & Eclipse
- HTML& PHP Editor – Kmodo Edit (Free)
- Visual Basic - Microsoft-Visual Studio
- Ubuntu Server and Desktop
- Joomla! Content Management System
- Java
- HTML & HTML 5
- ASP.NET
- PHP
- SQL Query Language
- DB2 and iSeries Interface
- Google Docs
- MS-Office Suite
- Libre Office
- Adobe Photoshop
- Adobe Dreamweaver CS4