Marnen E. Laibow-Koser

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skills

programming	C, C++, ColdFusion, CSS, DDS, HTML, Perl, RPG, ksh, SQL, BASIC, HyperTalk.
operating systems	Mac OS (all versions), MS-DOS, OS/400, System/36, UNIX (AIX, Darwin, HPUX), Windows (all versions).
Mac OS software	Adobe GoLive, Adobe Photoshop, Assimilator, CalendarMaker, cc:Mail, Director, Eudora, FileMaker Pro, Finale, Microsoft Office, Microsoft Project, NeoOffice/J, Panorama, RealProducer, Solo, WordPerfect.
MS-DOS & Windows software	BeyondMail, CalendarMaker, Client Access/400, ColdFusion Studio, FileMaker Pro, Lotus 1-2-3, Lotus Notes, Microsoft Office, Microsoft Project, Network Scheduler, WordPerfect.
OS/400 & System/36 software	DFU, SEU, MarkMagic, NCS Professional, Query/400.
UNIX software	Applix, cc, elm, GNU C Compiler (gcc), GNU Emacs, ksh, OpenOffice.
languages	Fluent in German, excellent knowledge of French, some knowledge of Spanish, Italian, Japanese, Russian, Hebrew, Esperanto.

relevant experience

August 2004– present	**IBM Corporation** **(consulting for Spherion and CCI)**	**East Fishkill, New York**

Telephone support analyst for major multinational corporate account, serving as first point of contact for all technical issues. Major areas of support include basic Windows functionality, Lotus Notes, and VPN troubleshooting.

July 1998– present	**Thunderbird Productions**	**Poughkeepsie, New York**

Free-lance Web designer/Web developer. Substantial experience in using Adobe GoLive, creating ColdFusion applications with Fusebox framework, and creating streaming audio content.

November– December 1999	**New World Technologies** **(independent consultancy)**	**New York, New York**

ColdFusion/HTML programmer in e-commerce environment. Tasks included:

• designing and implementing Web-based solution for editing large relational database of products and clients,

• maintaining program which generated product information sheets from this database,

• maintaining programmers' documentation engine on corporate intranet.

| January–March 1999 | Omni-Services Corporation (consulting for Supra Data Systems) | Culpeper, Virginia |

ASNA 400 RPG programmer on IBM System/36. Duties included:

- maintaining several hundred custom programs for generation of various financial reports,
- distributing updates of the programs to branch locations for installation on their computers,
- troubleshooting and providing technical support for these programs.

| July–December 1998 | ManTech Consulting | New York, New York |

Various short-term consulting assignments, installing, networking, and troubleshooting Mac OS and Windows computers.

| May–July 1998 | Purchase College | Purchase, New York |

Technician for campus TCP/IP network; also Macintosh specialist. Duties and achievements included:

- wiring and repairing campus network,
- building IBM-compatible PCs,
- streamlining management of student Macintosh lab by using Assimilator,
- providing technical support for other Macs on campus,
- supervising student interns in wiring network, building hardware, and providing technical support.

| December 1996–May 1998 | Metric and Multistandard Components (consulting for Donald J. Simons Associates) | Hawthorne, New York |

Member of team working to increase automation of warehouse and sales department using RPG on AS/400 and System/36. Duties included:

- installing, supporting, maintaining, and upgrading PCs, AS/400 workstations, bar code printers and scanners, and other hardware,
- implementing bar-code-based package tracking and identification system, including writing narrative descriptions of current and planned procedures,
- writing and maintaining custom order-fulfillment, shipping, and purchasing programs,
- writing documentation for custom programs to print bar-coded labels on demand and interface with tracking system,
- creating, performing, and reporting on comparative tests of hardware and software under consideration for adoption,
- working with developer of corporate website on implementation of searchable database of company merchandise and other aspects of website,
- installing and maintaining dedicated fax system driven by AS/400 to replace inefficient manual printing and sending of routine sales quotes.