William Caldwell Butler

2825 Van Dyke Avenue · Raleigh, NC 27607-7021 · wcbutler@gmail.com · (336) 971-7325

EDUCATION
Bachelor of Science in Business Management May 2005
Concentration: Information Technology
North Carolina State University, Raleigh

Business Data Systems	Perl String Processing
Database Design	Programming in C++
Independent Studies in Computer Science	Programming in Fortran
Information Technology Capstone	Programming in Java
Internet and System Software	Programming in Visual Basic

COMPUTER PROFICIENCY

Hardware   PC and laptop internal components, printer internals, routers, switches

Languages   Java (1 year), Perl (1 year), C/C++ (1 year) Fortran (1 year), Visual Basic (1 year)

Networking   Programmed routers, ran wires between workstations, fixed RJ-45 connectors to CAT-5 twisted pair wire, did phone punch down, and worked with diagramming and architecture design

Operating Systems   Windows Server 2000/2003/2008, Windows XP, Windows 7, various Linux flavors

Software   DVTEL, CCure, Commend, MS Visual C++ , Borland C++, MS Office Suite, MS Visual Basic, Nmap, Ethereal, WSUS, MS Visio, ConcentRICs, Citrix, Heat, BMC Remedy, Crystal Reports

Web Design   Worked with various websites; helped with private school web page, designed pages for music related sites, performed upkeep on sites (raleighconvention.com and broadwayseriessouth.com), helped bands create sites and public image, designed page and PHP webstore for my own business using Zencart

CERTIFICATIONS
Toshiba Associate Technician certified – March 15, 2006

PROFESSIONAL WORK HISTORY

Electronics Specialist - Advanced USA Technologies/North Carolina State University – August 2011 – present
- DVTEL iSOC Admin Center system administration spanning four directory servers
- DVTEL iSOC Control Center install and support for end users
- Daily monitoring of over a thousand Axis, Pelco, and DVTEL cameras
- Deep knowledge of Axis IP based cameras and Axis Camera Management software
- Administration of CCURE 800 system
- Building and deploying enterprise level servers
- Commend intercom system deployment

Technical Support Analyst - Teksystems/NCDOT – March 2008 – June 2011
- Helped implement and administer Remedy for entire organization
- Played a pivotal role on the Remedy data gathering team through data cleansing, training, and administration
- Served as Heat, AD, LDAP, SAP, mainframe, and NCID administrator
- Crafted Crystal Reports from scratch for both Heat and Remedy
- Worked directly with end users to troubleshoot problems
- Sent out important distributions to entire organization
- Helped with Exchange rollover from Netscape mail for entire organization
- Pulled data out of Oracle database through SQL*Plus

Computer Technician - AE Computer Solutions – January 2006 – March 2008
- Repaired computer hardware including all internal replacements
- Repaired laptops including LCD screen and motherboard replacement
- Repaired printers including maintenance kits and internal components
- Repaired McKesson Acudose hospital equipment
- Acquired TAT certification to become a Toshiba Certified Technician

System Administrator/Programmer - Raleigh Convention Center – NC June – October 2005
- Worked directly with users to provide support for daily problems
- Provided upkeep on the network and servers
- Ran cabling and worked on data and voice patching
- Managed daily and weekly backups
- Set up applications to work on the stub network
- Mapped the network on CAD