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CAREER SUMMARY

My experience in the computer industry has taken me through many types of business applications ranging from accounting and distribution to the health care industry and non-profit organizations. My career goal is to progressively accept new challenges and continue growing my career in information technology, whether in hardware, software, or network systems.

APPLICATIONS, HARDWARE AND O/S EXPERIENCE

MS Windows OS (NT, WS, 2000, XP, 2003, SBS), MS Office (98, 2000, 2003), Exchange, Firewalls, Cisco Pix, PGP, TCP/IP, Cabling (CAT5e), Sharepoint, Active Directory, Network Storage/Backup, Disaster Recovery, Networking Hardware, Security, HIPAA, PICK, Jbase, Databases, AIX, Citrix.

EMPLOYMENT EXPERIENCE

American Traffic Solutions

May '07 to Oct '08

Network Operations Analyst/Desktop Support

Full-Time Position

Tier I/Tier II Support of the network and customer interfaces and hardware including computing and LAN systems; support and maintenance of red-light intersections which include Cisco firewalls, controllers, Quatech devices, and other LAN equipment; setup and /or maintenance of system hardware including PC's, network cables, network VPN connections, and other LAN devices; Active Directory/User Admin; Sharepoint application & documentation; support department applications.

- Cisco Pix 501 setup/management
- Network VPN management
- Dell laptop/tower maintenance/support
- Active Directory user support
- Sharepoint setup/management
- Remote administration (Dameware)

**Vision Computer Consulting
Consultant/Owner**

Jan '03 to May '07 & Oct '08 To Present

Full-Time Position

Offering computer consulting to businesses with the Windows Operating Systems to support servers, website development & management, TCP/IP networks, hardware troubleshooting, system administration, storage and backup, and printer management; Website development and deployment for small businesses and individuals; Customers included Town of Cave Creek, Custom Design Wood Products, Ken Lamb & Assoc., and home users.

- System and network administration
- Active Directory user support
- Anti-virus/spyware/intrusion management
- Remote administration (PCAnywhere)
- Website maintenance
- Desktop support/maintenance / Hardware builds/maintenance

Administrative Enterprises, Inc.
IT Director/Developer

Mar '97 to Nov '02
Full-Time Position

Responsible for leading programming and software support team in existing software systems using *Jbase (Pick)* on a Windows NT 4.0 platform in the **healthcare industry**; Responsible for system administration and Tier I/Tier II support and maintenance of computing hardware including servers and peripherals, networking configuration (TCP/IP); Managed file servers, firewall, printers, network backups.

- Software programming in Pick (Jbase)
- System administration (Windows NT & 2000)
- Anti-virus/spyware/intrusion management
- Network LAN/WAN hardware management / Firewall setup/management

Southwest Behavioral Health Services
Operations Technical Specialist

Jun '96 to Mar '97
Full-Time Position

Responsible for support and maintenance of network hardware including mainframe and peripherals, desktops, reporting requirements, and configuration of new PC hardware in the **behavioral health industry**; Responsible for network and tape backup of servers; Responsible for programming changes in a *Pick* environment; Provided support for hardware/software problems throughout all 17 facilities.

Computer Professionals Inc.
Business Analyst at American Express

Mar '95 to Dec '95
9-month Contract

Responsible for gathering and detailing system requirements by the use of life cycle methodologies and work plans to implement projects; Provided existing-system support to business partners for the purpose of problem resolution; Met with business partners to determine most efficient system or application design.

DATABASES AND INTERNET

PICK, Jbase & Universe are relational databases similar to Microsoft SQL Server, that run on platforms such as IBM, ADDS and PC clone servers such as Windows NT & 2000; Claims Management, Microsoft Expression Web, Search Engine Optimization (SEO), HTML, Photoshop 7.0, Virus/Spyware Removal.

CAREER SUMMARY

Programming (16 years), System Administration (8 years), Network Administration (6 years), Technical Support (11 years), IT Mgmt (9 years)

EDUCATIONAL BACKGROUND

U of M Missoula, Montana	MSU Bozeman, Montana
Program Computer Science (191 Credits) Business Systems Emphasis Business Mgmt Minor Emphasis	Program Computer Science (50 credits)

Attended IBM training classes in Tucson for AIX (Unix) support accreditation (1993).
Completed Web Design & Development Conference classes (11/2000)
Working toward CompTIA Network+ Certification (2010)