
SYSTEM ADMINISTRATOR • NETWORK ADMINISTRATOR

Self-directed IT professional with over 3 years of progressive experience in help desk, technical support, and network administration, with additional experience in aircraft operations and mechanical testing and troubleshooting. Demonstrates strong analytical, troubleshooting, and technical acumen, combined with solid leadership, project management, and team-building skills to consistently deliver productive technological solutions. Utilizes excellent communication skills to provide high-level customer service, resolving all issues. History of commitment to bottom-line objectives and professional achievement.

TECHNICAL EXPERTISE

Certification:	A+ Network Professional, 2001. Currently seeking Oracle 9i DBA and Windows 2000 Server Certification
Hardware:	Dell and IBM PC's, hands on building Pentium based machines, Xerox and Lexmark printers
Programming Languages:	C, C++, Visual C++, Visual Basic, Cobol, HTML, DHTML. SQL
Operating Systems:	DOS, Windows 3x, Windows 98, Windows NT, UNIX
Software:	MS Office Suite (Word, Access, Power Point, Excel), Visio 2004 Professional, Adobe Acrobat, Corel Office Suite, IBM Directory, Group Wise, CICS, PM Tools, Syscom, IBM Director, MS Visual Studio
Other:	Access Databases, Active X

EDUCATION AND TRAINING

Bachelors Degree in Computer Information Systems, ATLANTA TECHNICAL COLLEGE, Atlanta, GA, 2005, GPA 3.53

Operating Systems Concepts, Program Design and Development, Computer Concepts, C and C++ Programming, Introduction to Microcomputers, Introduction to Windows Programming, Systems Analysis and Design, Database Management, Wide Area Network, Cobol I and II, Microcomputer Database Programming

Information Technology, COMMUNITY COLLEGE OF THE AIR FORCE

EXPERIENCE**Information Technology (Network Administration / System Administration)**

- Provided effective technical support for over 40 branches, back offices and more than 5000 users throughout the State of Georgia.
- Logged all customer calls, resolving, as first point of contact, resolving all problems possible or escalating to higher authority.
- Diagnosed major system problems and implement solutions in offices throughout the state.
- Installed, monitored, upgraded, and configured network file server software, software-based applications, and hardware.
- Utilized network monitoring tools to monitor network performance, identify/resolve problems.
- Investigated and troubleshot hardware and software problems,
- Reset passwords for LAN, VPN (Virtual Private Network) / Dial-up, and email using GroupWise and Sendmail.
- Monitored network circuits and devices, server alerts from Dell Remote Assistant and IBM Director, and Mainframe using TMON.
- Provided application support for email, Host on Demand, PM Tools, Microsoft Office Suite, PC Audit, Grow, OV11, and IVR.
- Investigated, designed, developed, installed, and evaluated 15 information systems at various military installations worldwide.
- Refurbished donated computers for schools, low-income families and nonprofit agencies, supporting over 500 teachers statewide.

Customer Service / Business Operations

- Provided expedient and appropriate answers to incoming inquiries regarding system malfunctions.
 - Tracked status of problem solutions, confirming "closing" with customer that problem has been resolved to the customer's satisfaction.
 - Trained and assisted clients and users in office applications, network operations and procedures, and basic and advanced computer use.
 - Researched, wrote, and often illustrated industrial-gauge manuals including theory, safety requirements, installation and setup.
 - Revised technical and operational procedures for nondestructive inspection, saving over \$22M and 10,000 man-hours.
 - Restructured personnel training program, bringing personnel up to unit standard 45% faster than previous training methods.
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EMPLOYMENT HISTORY

Help Desk Analyst 2, GEORGIA DEPARTMENT OF LABOR, Atlanta, GA	2003-Present
Technical Support Analyst, TECH CORPS GA, Atlanta, GA	2000-2003
Nondestructive Inspection Journeyman (Quality Assurance), U.S. AIR FORCE, World Wide	1989-2000