**OBJECTIVE:** To obtain a position in IT that utilizes my computer skills, including networking, database, and internet.

### **COMPUTER SKILLS:**

- <u>Operating Systems & Networking:</u> Windows Server NT 4.0, 2000, 2003, 2008; Windows XP; SQL Server 2000, 2005; IIS Server 5.0, 6.0, 7.0; TCP/IP; DHCP; DNS; LAN/WAN Connectivity;
- <u>Internet/Coding</u>: HTML, PHP, CSS, Javascript (jQuery); Adobe Dreamweaver, ColdFusion, Flash, Fireworks; SSL; MySQL
- Certified Novell Administrator (CNA) v.4.11

## **PROFESSIONAL EXPERIENCE:**

### **Software Implementation Engineer**

Open Solutions, Albany, New York

- Successfully plan and deploy client-server and web based loan origination software (LOS) both on site and remotely to financial institutions
- Technical resource for IT staff of financial institutions, and internal Open Solutions staff. This includes training and troubleshooting, such as: MS SQL maintenance, troubleshooting and security; Application deployment procedures; Application server troubleshooting, including database related issues; Connectivity issues; Workstation installation and configuration issues
- Microsoft SQL 2000/2005 database creation, deployment, administration and security. This includes: installation and configuration on Windows Server 2000/2003/2008; SQL Clustering, database and transaction log backup and disaster recovery procedures
- Troubleshoot various network issues as related to the LOS software, both internally and externally, such as: DNS & DHCP issues; DMZ server setup and troubleshooting; Workstation software
- Hardware configuration recommendations, ordering, and network configuration as related to LOS setup
- Configure and deploy numerous application servers at various client sites. This consists of: Windows 2000, 2003, 2008 Server; IIS Web Servers; Microsoft and Application Clustering; RightFax Fax Server.
- Lead technician working with in-house hardware hosting facility, including coordination of efforts, and ongoing training
- Work with other team members to standardize application deployments, including creation of MST's, directory structures, IIS configuration, and component locations.
- Create and update installation and troubleshooting documentation

# IT Analyst

Carris Reels, Inc., Rutland, Vermont

- Network and end user support for Windows NT4/2000 & Novell 4.11 WAN, including using SQL, Exchange 5.5, IIS 5.0.
- Created Access database/web interface combo for product specifications
- Updated antiquated MS-DOS BASIC production program to Access 97
- Created Web Portal for customer online ordering with ColdFusion MX, SQL Server, SSL
- Created and modified IT documentation
- Administration of company web sites

#### Systems Administrator

Rist-Frost Associates, PC, Glens Falls, New York

- Network Administration for Windows NT LAN
- Performed network setup for new office building
- Setup, maintain, backup, and troubleshoot all aspects of the network, including Windows NT 4.0 servers, Exchange 5.5 server, and clients
- Responsible for yearly budget, network hardware/software purchase decisions
- Created and updated company web site as needed

Dec. 1997 - Nov. 2001

Dec. 2001 - Nov. 2003

April 2004 - Present

# **OTHER WORK EXPERIENCE:**

### Web Design

- Converted existing HTML based website to PHP and MySQL <u>http://www.t3coaching.net</u>
- Creation of Maintenance pages to update site pages and "articles"
- Creation of MySQL database tables, as well as PHP functions
- Converted layout tables and design to CSS, including use of jQuery

## **EDUCATION:**

Masters of Science Management Systems, Concentration in Manufacturing Management Overall GPA: 3.80/4.00

### Castleton State College, Castleton, Vermont

Clarkson University, Potsdam, New York

Bachelor of Arts Mathematics, Minor: Business Overall GPA: 2.95/4.00

2007 - Present

December 1995

May 1997