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Technical Certifications



220-701 for CompTIA A+ (2009 Edition) Essentials - Score 819/900
220-702 for CompTIA A+ (2009 Edition) Practical Application - Score 820/900
Career ID COMP001020130401

Technical Abilities

Operating Systems

Microsoft

- ✓ Windows 95, 98, NT, 2000, Server 2003, SBS, XP, Vista, Windows 7

Linux/UNIX

- ✓ Red Hat Enterprise
- ✓ SuSE Server
- ✓ Ubuntu
- ✓ FreeBSD

Programming, scripting & markup languages

- ✓ PHP, Bash, Unix Shell Scripting, Batch Files,
- ✓ MySQL, HTML, Cascading Style Sheets (CSS), XML

Hardware

- ✓ Cisco 26xx & 1701 Series Routers, Cisco 25xx Series Switches, Cisco 1200 WAP
- ✓ HP Procurve 2650 Managed Switches
- ✓ Watch Guard Firebox III 700, Watch Guard X-Edge X5
- ✓ APC Master Switch Plus, Various types of APC UPS solutions
- ✓ Blackberry 7100 & 7230 series setup and maintenance for 30 users

Software

- ✓ Adobe InDesign CS 5.5, Adobe LiveCycle Developer, Adobe Photoshop CS, Adobe Illustrator CS.
- ✓ Experienced with configuring, maintaining, and hardening web servers, such as IIS and Apache
- ✓ Experienced with security testing tools, such as Nessus, Nmap, ISS Internet Scanner, Retina, XScan.
- ✓ Experienced with performing security audits of various operating systems and applications.
- ✓ Experienced with various intrusion detection systems such as Snort, Snare, Honeynet.
- ✓ Experienced with automatic deployment of operating system images using tools such as WinPE and Symantec Ghost Server.
- ✓ Experienced with using VMWare Workstation & Server, Virtual Machine & Server and Parallels virtualization software.
- ✓ Experienced with networking, security, and encryption technologies.
- ✓ Experienced with Windows, UNIX and Macintosh file systems and permissions.
- ✓ Experienced with analyzing network traffic, connections, and protocols.

Non Technical Abilities

Interpersonal Skills

- ✓ Excellent written and verbal communications skills in the English language
- ✓ Experienced with creating both technical and non-technical documents.
- ✓ Able to work well with diverse groups or independently.
- ✓ Excellent ability to solve complex problems quickly.

Work History

Sunrise Telecom

Contact Position via Essential Data Corporation

Technical Writer

August 2011 to Current

Responsibilities

- ✓ Created documentation for network testing devices used by ISPs to check Ethernet, Fiber Optic and 10 Gigabit Ethernet throughput.
 - ✓ Extensive use of Adobe InDesign CS 5.5 (layout), Adobe Acrobat Professional (various), Microsoft Visio (graphics and figures).
 - ✓ Worked with Product Managers and Subject Matter Experts at Sunrise Telecom.
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Pick-n-Pull

Contract position via Essential Data Corp

Technical Writer

March 2011 to August 2011

Responsibilities

- ✓ Worked directly with SMEs (Subject Matter Experts)
 - ✓ Created 200+ page user manual for Pick-N-Pull.
 - ✓ Creation of process flows using Visio, detailing changes made to Point of Sale software used at all Pick-N-Pull retail locations nationwide.
 - ✓ Extensive use of Microsoft SharePoint Server, Microsoft Office Suite, Adobe Acrobat.
 - ✓ Creation of templates for use in all future documentation.
 - ✓ Software issue reporting and UAT testing.
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McKesson Corporation

Technical Writer & Service Catalog Support

November 2010 to January 2011

Responsibilities

- ✓ Responsible for planning, developing, organizing, writing and editing operational, software, maintenance, test procedures and/ or manuals.
- ✓ Develop and document technical design specifications, flowcharts, and test scripts.
- ✓ Web applications user interface design.
- ✓ Develop, create, design, maintain and implement various Microsoft SharePoint web portals.
- ✓ Respond to support emails from end users who are having issues ordering from the Shared Service Catalog.
- ✓ Provide training for new support personnel
- ✓ Develop, create, design and maintain documentation for processes related to hardware requisitions via the service catalog
- ✓ Work with other teams to provide feedback for ITIL implementation.
- ✓ Acquire and organize source material, including applicable specifications and technical write-ups.

Business PC Solutions

Network Administrator

January 2008 to July 2010

Responsibilities

- ✓ Design, install, and provide ongoing support for clients network security infrastructure including firewalls, VPNs, system patching, and managed anti-virus systems.
- ✓ Consult with end users (clients) to clarify and resolve service requests from inception to completion.
- ✓ Developed and deployed firewall and anti-virus technologies to servers and workstations for various clients.

Apple Computers

iPhone Technical Support

July 2008 to December 2008

Responsibilities

- ✓ Provide support for iPhone users within the US.
- ✓ Designed & maintained internal troubleshooting website that tracked iPhone software bugs and issue resolution.
- ✓ Provide support for applications such as Microsoft Outlook 2003 & 2007, Mobile Me and iTunes for Windows XP and Windows Vista.
- ✓ Provide support for Entourage, Address Book, iCal, iPhoto, Mobile Me, iTunes on Mac OS X 10.5

Pacific Gas & Electric Corporation

Technical Writer

December 2006 to June 07

Responsibilities

- ✓ Extensive use of Microsoft Visio, Excel, Word, Publisher, FrontPage, PowerPoint and Adobe Photoshop CS 9 to produce documentation.
- ✓ Worked with many diverse groups to create and update documentation for a wide variety of end users.
- ✓ Web Administrator for ASP.net driven intranet knowledge base (Nautilus) enterprise wide to troubleshoot computer hardware and software issues.
- ✓ Wrote detailed training documentation for IT/MIS employees at PG&E.
- ✓ Extensive use of Remedy ticketing system including customized module creation.
- ✓ Worked with Microsoft SharePoint to create web portals.

Hewlett Packard (Franklin Templeton)

Project Specialist

May 2006 to Dec 2006

Responsibilities

- ✓ Created monthly Executive Level Business Reports (ELBR) which was used in monthly meetings to negotiate a multi million dollar contract between Hewlett Packard and Franklin Templeton.
 - ✓ Produced and distributed daily reports to all HP Desktop Support site managers at 30+ sites worldwide detailing open tickets that have passed the SLA based on what level of severity the ticket was.
 - ✓ Worked with IBM's eESM (ManageNow) ticket resolution system to open, close and track tickets.
 - ✓ Extensive use of Symantec Ghost Server to deploy Windows 2000 and Windows XP images to laptops and desktops.
 - ✓ Extensive use of WinPE to create new OS images for deployment to laptops and desktops.
 - ✓ Windows XP rollout to hundreds of end users
 - ✓ Desktop support for a 'campus' of 2200 users.
 - ✓ Moderated daily site meetings with HP site managers worldwide to ensure that computer deployments were running on schedule.
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Liberty American Mortgage

IT/MIS Assistant

Aug 2005 to Mar 2006

Responsibilities

- ✓ Assisted network administrator with vital infrastructure upgrades & daily server maintenance.
- ✓ Installed and maintained a Nagios (open source server monitoring) tool that reported on the services of various servers in the data center and would send out email alerts if a service suddenly failed.
- ✓ Daily tape backups using Veritas and HP autoloaders for offsite storage.
- ✓ Server duties included troubleshooting FreeBSD v4, Microsoft Exchange servers, domain controllers, RRAS & VPN servers in a timely manner.
- ✓ Tracking and deployment of Blackberry handheld devices used by outside and wholesale sales.
- ✓ Setup and deploy new workstations and telephone extension setup.
- ✓ Troubleshooting ASP and ASP.NET intranet web applications used by employees to access sensitive mortgage information.
- ✓ Windows XP image deployment to replace Windows 2000 installs.

Education

ITT Technical Institute

Degree: Computer & Electrical Engineering Technology (Associates)

Curriculum: PC Tech I & II, Direct Current (DC), Alternating Current (AC), Analog I & II, Digital I & II, Programmable Logic Controllers (PLCs), Electronic Communications I & II, Microprocessor Architecture, Algebra I & II, Physics

Date Started: 09/2001 **Date Graduated:** 09/2003

ITT Technical Institute

Degree: Information Systems Security (Bachelors)

Curriculum: Network Protocols & Standards, Information Security Essentials, Project Management, Novell Netware Fundamentals, Linux I & II, Securing Windows Platforms, Securing Linux Platforms, Hacker Techniques, Computer Forensics, Biometrics, E-commerce Standards, Legal & Security Issues.

Date Started: 09/2003 **Date Graduated:**