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OBJECTIVE

I am seeking a position where my experience and knowledge of computer hardware and software as well as client relations can be a benefit to the organization as a whole.

COMPETENCIES

- Oral and written communication skills
- Hardware and software installation
- Maintenance of hardware and software inventory
- Problem analysis and resolution
- Spreadsheet solution and Word Processing macro development
- Internal and external customer relations
- Instruction manual creation and updating
- Technical knowledge across a broad range of platforms which include:
 - * Call tracking: Remedy
 - * Database: Access
 - * Platforms: Windows NT 4 Workstation, Windows 98, Windows 2000, Windows ME, Windows XP
 - * Desktop: MS Office 97, MS Office 2000, MS Office XP, Word, Excel, PowerPoint, Adobe Acrobat, Macromedia Dreamweaver and Fireworks, Front Page
 - * Servers: NT 4.0, NT 3.51, MS 2000
 - * Email: MS Outlook, Outlook Express
 - * Telnet, RAS, TCP/IP, and 3270 Sessions (using RUMBA)

PERTINENT EXPERIENCE

Desktop Support

- Conducted the inventory of software programs as well as desktop hardware and peripherals
- Trained users on functions in MS Office programs
- Expedited all software and hardware support functions, problem analysis, troubleshooting for micro and mainframe computer applications
- Developed and implemented backup procedures, data filing, and security
- Performed desktop and phone trouble shooting on PC related issues

IT Support

- Provided technical support for internally and externally supported products as dictated by qualitative and quantitative standards of the client
- Provided basic technical support via phone and/or other communication media and resolved customer problems in a professional and prompt manner
- Communicated technical information, concepts, and solutions in a professional and friendly manner that established, maintained, and improved the relationship with the customer/client
- Provided support for customers by resolving escalated issues
- Analyzed and developed workarounds to difficult problems for timely solutions
- Logged customer calls as required
- Migrated Windows 3.1 to Windows 95, Windows 95 to Windows 98, Windows 98 to Windows NT and/or XP
- Created client user accounts for access to NT networks as well as Email.
- Investigated and solved software compatibility issues.

- Provided desktop, monitor, memory as well as peripheral upgrades.
- Installed hardware peripherals along with corresponding drivers
- Provided desktop support and phone support
- Changed passwords as required
- Provided assistance regarding Email as well as account setup for new users.
- Configured DHCP and IP specific requirements
- Trouble shooting of PC related problems.
- Prepared installation and modification specifications
- Escalated issues to appropriate authority.
- Utilized PC imaging with ghosting software for upgrades and repair

Desktop Support Projects

- Recommended, implemented, and maintained hardware and software installations
- Facilitated desktop support for up to 60 internal users
- Developed and implementing problem resolution procedures
- Determined IT operations service requirements by analyzing needs of specific users and departments

PROJECTS

Comprehensive System Project: Project manager for the delivery of a Court's Case Administration System

Resource Optimization Project: Took a company's internal paper forms and converted them to editable electronic versions using Adobe Acrobat, which were used by the company's record centers nationwide

Multi User, Multi Platform Environment: Optimized the exploitation of software packages inclusive of Geographic Information Systems, Global Positioning Systems, Power Drafting, Computer Graphics and Design, all on a multi-user environment

Web site creation and Web Based Solutions: Developed a new Records Center Intranet site to organize and display records management information for all staff

SUMMARY OF QUALIFICATIONS

I am a dedicated Information Technology Professional with more than eighteen years of experience in the industry. Six of the eighteen years were dedicated to performing computer and network systems installation and maintenance duties.

EMPLOYMENT HISTORY

2006 - 2007	San Diego State University	San Diego, California
2004 - 2005	TEKSystems (Contractual)	Las Vegas, Nevada
2004	San Diego State University	San Diego, California
2003 - 2004	Sitel Corporation	Las Vegas, Nevada
2001 - 2003	San Diego State University	San Diego, California
2000 - 2001	ASRC Aerospace	San Francisco, California
1999 - 2000	Ministry of Forests	Lillooet, British Columbia
1998 - 1999	Ministry of Forests	Queen Charlotte Islands, British Columbia
1992 - 1996	Ministry of Forests	Lillooet, British Columbia
1992 - 1993	University College of the Cariboo (Instructor – MS Office)	Lillooet, British Columbia
1990 - 1992	Office Depot	Richmond, British Columbia
1990	Supreme Court of the Philippines	Manila, Metro Manila