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OBJECTIVE

I am seeking a position that provides clients with user support as well as performing Web page design or network administrator/ technician functions.

SKILL SET

Windows XP Professional	Dell Desktops and Laptops
Windows XP Home	Routers, Switches and Hubs
Windows 2000 Server	Hardware Repair
Windows 2000 Professional	Cable Modems
Windows NT 4.0 Server	Printers and Scanners
Windows NT 4.0 Workstation	Network Interface Cards
Windows NT 3.51 Server	SCSI Drives
OS/2 LAN Server version 3.51	Symantec, Inc. pcAnywhere
Windows 98 Second Edition	McAfee and Norton Virus Utility
Windows 95	VPN, RAS and Dial-Up Networking
Windows for Workgroups	TCP/IP, DHCP, DNS, SMS, WINS
MS Office 2003/2000/97/95	Staff Trainer/Software Instructor
FrontPage and FrontPage Express	HyperText Markup Language
Dreamweaver 4 and Fireworks 4 Studio	Backup Drives and Procedures
Internet Explorer and Netscape	Data Filing and Security
Remedy	Project Management
Sunbelt Software's Remote Administrator	Troubleshooting Microcomputer Applications
Nextel's Wireless Manager	Motorola i58, i730, i530, i355
Blackberry Desktop Manager	Research In Motion Blackberry 7510 & 7520

EMPLOYMENT HISTORY

09/2004 - 07/2004 **Desktop Support Technician**

- TEKSystems, Inc. in Las Vegas, Nevada
- 12/01/2004 – 07/15/2005 **Desktop Support Technician**, Cox Communication Incorporated
- 11/23/2004 **PC Technician**, Sierra Health Services – PC Relocation and deployment
- 11/18/2004 **PC Technician**, Fallas Parades – Cash Register Swap
- 11/04/2004 **PC Technician**, TJMAXX (St. George, Utah) – upgrading POS server and Cash Registers
- 10/15/2004 – 11/20/2004 **Driver Tester**, NextWave Telecom Inc. – assisted with testing wireless technology
- 10/09/2004 **PC Technician**, Countrywide Financial – PC Relocation and deployment
- 09/13/2004 – 09/18/2004 **PC Technician**, Las Vegas Convention Visitor Authority – Dell PC Rollout

06/2004 - 07/2004 **Assistant to the Director**

06/2003 - 07/2003 Japan Studies Institute at San Diego State University

- Performed multiple support functions for the institute that included: locating teaching material, liaison with the service providers, faculty, school staff, and participants
- Worked extensively with the reference librarians to locate printed material as well as films for the instructors/presenters that formed part of the formal curriculum
- Provided support to the Director on matters relating to institute operation in 2003 and 2004
- Researched
- Organized events
- Provided support material, participant support, and public relations
- Designed, created and maintained 2002, 2003, and 2004 institute websites

01/2004 - 06/2004 **Graduate Assistant**

Department of Asia Pacific Studies at San Diego State University in San Diego, California

- As the graduate assistant to the Department Chair, I was tasked to perform various research functions that included articles and film
- Provided computer software and hardware support to the department staff
- Provided instruction as well as end products in MS PowerPoint relating to curriculum
- Designed, created, and maintained the website of the Department Chair, for other Department Professors, and for the summer 2004 instruction in Thailand

09/2003 - 01/2004 **Customer Service Professional**

SITEL Corporation in Las Vegas, Nevada

- * Contracting to Cox Communication serving Phoenix, Tucson, and San Diego

- Provided technical support, internal and external customer support for supported products as dictated by qualitative and quantitative standards of the client
- Provided basic technical support via phone 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
- Provided support for customers by resolving escalated issues and troubleshooting
- Analyzed and developed workarounds to difficult problems for timely solutions
- Completed training for specific products and documented all training and recovery procedures for internal and external customer and team use
- Inputted accurate data in all required systems, including offered solutions
- Logged customer calls as required
- Attended training sessions on new products or areas, as well as effectively utilized current training resources
- Created and compiled technical resource information to be used by internal and external customers

09/2001 - 12/2001 **Graduate Assistant**

01/2002 - 06/2002 Graduate Interdisciplinary Studies at San Diego State University, San Diego California

- Tasked to perform a special project to increase departmental numbers that included: promotion, liaison with the state, country, and city libraries

11/2000 - 08/2001 **Database Administrator/User Support**

ASRC Aerospace in San Francisco, California

*Contracting to US EPA Superfund Records Center Region 9

- Database support on Oracle, Foxpro and SQL Server
- Network support on NT 4.0 and Novell Netware 5
- User and Desktop Support on Windows 98 Workstations
- User Support for Lotus Notes, Corel Wordperfect and in-house applications
- Developed an automated system, in Excel, to gather, organize, and report monthly statistics
- Took the company's internal paper forms and converted them to editable electronic versions using Adobe Acrobat, which were used by the company's record center nationwide
- Compiled the first Computer Support Department manual
- Developed new CD-ROM production procedures
- Developed a new Records Center Intranet site to organize and display records management information for all staff
- Installed SQL Server v7.0 on the file server

02/1999 - 07/2000 **District Office Systems Specialist**

Province of British Columbia - Ministry of Forests

Lillooet Forest District [since 2001 renamed Cascades Forest District and is the amalgamation of the Merritt and Lillooet Forest Districts] Lillooet, British Columbia, Canada

*Move from the Queen Charlotte Islands to Lillooet facilitated as an intra-ministry move, effectively making employment dates 08/1998 to 07/2000.

08/1998 - 01/1999 **District Office Systems Specialist**

Province of British Columbia - Ministry of Forests

Queen Charlotte Islands Forest District, Queen Charlotte City, British Columbia, Canada

- Responsible for identifying information technology issues, evaluating systems priorities, identifying operational, financial and human resource impacts, and recommending strategies
- Local Area Network Administrator using Windows NT 4.0 Server
- Expedited all software and hardware support functions, problem analysis, troubleshooting for all micro and mainframe computer applications, developed and implemented backup procedures, data filing and security
- All support functions were conducted in a mixed workstation environment using Windows NT 4.0 Workstation, Windows 95 and Windows for Workgroups (3.11)
- Managed over 60 users using Windows NT 4.0 Server on a Dell 4200

03/1992 - 08/1996 **District Office Systems Specialist**

Province of British Columbia - Ministry of Forests

Lillooet Forest District [since 2001 renamed Cascades Forest District and is the amalgamation of the Merritt and Lillooet Forest Districts], Lillooet British Columbia, Canada

- Responsible for software and hardware support, problem analysis, troubleshooting for all micro and mainframe computer applications, developed and implemented backup procedures, data filing and security
- Coordinated repairs, facilitated the orderly development of local systems, trained in operation of system equipment and software packages
- Functioned as the administrator of Local Area Network
- 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
- Converted the original OS/2 LAN Server to NT Server version 3.51

1992 - 1993 **Instructor – Contract Position**

University College of the Cariboo in Lillooet, British Columbia, Canada

- Employed contracted as an instructor for the Microcomputer Certificate program

10/1990 - 03/1992 **Sales - Micro Computers**

Great Canadian Office Supplies Warehouse in Richmond, British Columbia, Canada

* In 1992, Office Depot, Inc. acquired H.Q. Office International, Inc., including the Great Canadian Office Supplies Warehouse stores, in western Canada

- Responsible for selling microcomputers and peripherals to walk-in clients. Clients ranged from small business to personal home systems customers.

06/1991 - 08/1991 **Application Programmer – Work Practicum**

AccuGraphics Design, Inc. in Richmond, BC, Canada

- Designed and developed an order entry system using Borland's Object Vision on a Windows 3.1 environment

01/1990 - 08/1990 **Special Consultant to the Computerization Committee and Project Leader Case Administration System Project**

Supreme Court of the Philippines - Office of the Chief Justice, Padre Faura, Manila, Philippines

- Responsible for the delivery of the Supreme Court's Case Administration System

- Responsible for vendor evaluation of system solution, network operating system and hardware/cabling configuration

- Trained on Novell Netware 386

- Developed the five-year Information Technology Plan.

- Set up the Supreme Court Computer Support Center

* The CCSC trained the members of the Court for a smoother transition to the computerized CAS and other office applications

11/1989 - 01/1990 **Instructor - Contract Position**

AMA Computer Learning Center Makati, Metro Manila, Philippines

- Held regular sessions for approximately 10 students per class on Dbase (interactive) and Wordstar 5

- Assisted in the standardization of the learning material as the prime developer for the Dbase (interactive) courseware and as a contributor for the Wordstar 5 courseware

06/1989 - 01/1990 **Senior Marketing Service Representative and Product Specialist for Mainframes and STATUS**

Omega Computer Corporation, Makati, Metro Manila, Philippines

- Involved in the marketing of STATUS - Text Retrieval Database System

- Project Marketing Activities: Joint effort with Computer Power - Australia (training on Status features with emphasis on Judicial/Litigation Support Systems, Case Management Systems and Case Research Systems/Legal Databases) and IBM Philippines (one-on-one executive training with IBM Industry Specialist on 43XX, AS/400 and 937X) IBM Mainframes (refurbished) - Marketed used hardware to give clients an option for system upgrade or outright installation

- Concentrated on the IBM Mainframe Focus 4th generation language running under VM or MVS operating systems as well as IBM PC XT, AT under DOS and PS/2 under OS/2

- Trained by Computer Power representatives on both technical features and marketing positioning strategies for System Software

- Introduced to key prospects the benefits of using Norand Data Systems handheld technology concentrated on Van Sales and Route Selling

09/1988 - 06/1989 **Marketing Services Representative - Computer Services**

Mega Data Corporation, Makati, Metro Manila, Philippines

- Marketed services that included MIS Studies, Consulting, Programming, Data Encoding, Hardware Maintenance, Facilities Management and Computer Time Sharing

- Responsible for data gathering for first hand information

- Scope of responsibilities included client requirement identification, proposal preparation, system presentation, closing and collection

04/1988 - 09/1988 **Marketing Representative [half-time - shared with Omnidata Computer Corporation]**

Scanning Technologies of the Philippines, Makati, Metro Manila, Philippines

- Acted as consultants and sold an INTERMEC Bar Code solution

- Scope of responsibilities included: data gathering, analysis of client requirements, system recommendation and configuration, technical proposal preparation, equipment demonstration, closing, and collecting

- Gained valuable experience dealing with customer requirements while working as an exhibitor at the Philippine Computer Society's "Breakthrough '88"

04/1988 - 09/1988 **Marketing Assistant - Data Entry [half-time - shared with Scanning Technologies of the Philippines]**

Omnidata Computer Corporation, Makati, Metro Manila, Philippines

- My job as a Marketing Assistant was to sell Data Encoding Services to both local and foreign clients

- Upon receiving the specifications pertaining to a project, I would cost, send a proposal, close and collect

01/1987 - 04/1988 **Buying Coordinator**

Offshore Data Systems Corporation in Walnut Creek, California

- Coordinated the buying needs of the Mega Group

- Responsibilities ranged from actual purchasing and shipping of items while informing the group of the changing price situation of the hardware and software needs

- Experienced coordinating the container shipping with freight forwarders

- Developed contacts within the companies that supplied and serviced the Mega Group's needs

- Assisted in the Philippine Software Export Mission as the ODSC representative - acted as the host in San Francisco and a liaison officer in Los Angeles

EDUCATION

2005 **Master of Arts - Asian Studies**, San Diego State University, CA, USA
2003 **Master of Arts - Liberal Arts and Sciences**, San Diego State University, CA, USA
Member - The Honor Society of Phi Kappa Phi
Member - Phi Beta Delta, the Honor Society for International Scholars
1998 **Master of Arts Liberal Studies** from Simon Fraser University, Vancouver, BC, Canada
1991 **Associate of Arts and Science Diploma Computer Systems Management** from Capilano
College, North Vancouver, BC, Canada
1986 **Bachelor of Arts Economics** from St. Mary's College of California, Moraga, CA, USA

ADDITIONAL INFORMATION

Languages Skill Set (written and spoken): English, Spanish, Tagalog, and Cebuano.