

Technical Skills

Hardware

- System (PC, Macintosh, and Server) assembly, maintenance, and repair

Networking

- LAN/WAN Administration, TCP/IP, AppleTalk, Bonjour
- VPN Setup and maintenance (hardware and software solutions)

Operating Systems

- Windows 9x/ME/NT/2000/2003 Server/XP/Media Center/Vista (advanced)
- Apple OS 10.x (advanced)
- Ubuntu Linux and other Debian based Linux distributions (moderate to advanced)

Applications

- Microsoft Office 97/XP/2003/2007 (advanced)
- Retrospect (advanced)
- 4-Sight Fax (advanced)
- Adobe Photoshop and Pagemaker (moderate)
- Apache, MySQL (moderate to advanced)
- Filemaker Professional 7.0 Server (moderate to advanced)
- Filemaker Professional 7.0/8.0/8.5/9.0 Client (moderate to advanced)

Languages

- HTML (advanced), CSS (advanced), Javascript (moderate), PHP (basic)
- MySQL (moderate)

Professional Experience

IT Manager – Applied Technologies Group, Inc., Asheville, NC – 2006 – Present

- Configure, maintain, and develop database solutions in Filemaker Server 7.0
- Maintain network connectivity including VPN, Filemaker database, and web services (ftp, http, & smb)
- Remotely support company owned equipment including Windows Mobiles 5 devices and laptops
- Maintain, program, and repair 6 line Merlin telephone system
- Monitor and configure remotely hosted e-mail and web hosting solution
- Developed and maintained company website

Computer Support Specialist – Penlands Furniture, Asheville, NC – Freelance

- Installed and configured Quickbooks Pro to work in multi-user mode
- Setup automated backups of sensitive data
- Provided consultation on the purchase of new office equipment and electronics

Computer Support Specialist – Horizon Recovery, Asheville, NC – 2005 – 2006

- Maintained 40+ computer Windows workgroup
- Setup and maintained automated weekly backups of sensitive data on various client computers
- Built and configured newly bought equipment and systems
- Provided consultation on the purchase of new office equipment and electronics
- Designed the company website as well as purchased and maintained hosting
- Implemented 802.11g networking to save on costly wire and enhance user mobility

Technical Support – Client Logic, Asheville, NC – 2001 – 2002

- Resolved technical issues for Bellsouth internet customers via the telephone
- Maintained detailed notes of every change made to the client's computer
- Designed a troubleshooting tool using HTML and CSS on the company intranet

Technician – Blue Ridge Computer Services, Asheville, NC – 2000 – 2001

- Installed, maintained, and repaired small to large Windows workgroups and domains
- Maintained, upgraded, and repaired new and used systems for various businesses and private parties
- Designed and installed a Red Hat Linux computer for a visually impaired client

Education

Web Technologies – AB-Tech Community College, Asheville, NC – 2005 - Present (in progress)

A+ Certification Training – AB-Tech Community College, Asheville, NC – 1999

General Education Diploma – AB-Tech Community College, Asheville, NC - 1999