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## Experience

### **The Assurance Group, Inc.: Network Analyst/System Administrator: 1996 to present**

- Purchased, installed, maintained, and upgraded LAN from NT3.5/Win95 to NT4.0 /Win98 to Windows 2003 Server/WinXP environments. 3-5 servers and 20-30 PCs, including wireless LAN for notebooks and PDAs, and remote access via VPNs.
- Installed, maintained and upgraded all server apps including Exchange Server and SQL Server from early versions to current versions. Other server software: Symantec/Veritas Backup Exec, Symantec Antivirus Corporate Ed., GFI Faxmaker for Windows, and OCR for AnyDocs v.4.0.
- Purchased, installed, configured, maintained and upgraded network hardware such as switches, routers, hubs, firewalls, IPS/IDS, wireless access points.
- Assisted in the design and oversaw the installation of new TAG Service Center's Gigabit Ethernet wiring scheme, including detachable overhead pod docks for mobile work areas, and Cat6 patch panels in server room racks for both phone and network connections.
- Responsible for specification, purchasing, keeping up with licensing and warranties, and storage/accessibility of original documents and media for all computer hardware and software.
- Repaired, maintained, and built from scratch several pieces of both server and workstation hardware.
- Responsible for creation and maintenance of Disaster Recovery Plan, Network Security Compliance documentation (for a financial services industry organization), and other server maintenance procedures and user training documentation.
- Provided PC hardware and software support for LAN users. Also provided hourly charged support through TAG for other people in the community.
- Responsible for programming and maintaining Sprint Protégé MTX hybrid digital PBX phone system and Carrier Comfort System Expert HVAC control system.

### **IFDC: Coordinator – Computer Services Unit: 1991-1996**

- Coordinated a team of site hardware/software/server tech support members.
- Responsible for PC hardware and software support for site users.
- Responsible for specifications for purchasing new hardware and software.
- VAX/VMS server and network support.
- 1991 - Installed and configured one of the first non-profit internet connections in the USA, including email and FTP from Alabama to Lome, Togo, Africa via CGNET in California.

### **IFDC: Programmer/Data Analyst: 1986-1991**

- Developed a graphics interface for Crop Modeling Program.
- Developed a Data Acquisition and Control program for fertilizer research lab.
- Unofficial PC support person, which eventually led to the creation of my next position at IFDC.

## Education

- 1991 University of North Alabama, B.S. Computer Science.
- Many recent CompuMaster seminars, including Mastering Network Security, Mastering PC Troubleshooting and Repair, Installing and Administering Windows 2000 Server.
- Completed many of Microsoft Press' MCSE exam preparation CD-based training courses, including Exchange Server 2000, Windows 2000 Server, and TCP/IP Networking.