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## Experience

### **Palco Telecom Service, Inc.: Network Support Specialist: 2007 to 2011**

- 2007-2009: Sole Network/Desktop Support for HQ Site: 15 servers 250 workstations. Reorg/expansion in 2009-2011: Member of multi-site IT Support team, myself and one other Level III Network/System Administrator and 2 Desktop Support personnel, report to Director of IT. 4 sites, one in Europe, 25 servers, 400 workstations.
- Windows Server 2003 R2 / 2008, Exchange Server 2003, SQL 2005, XP, Windows 7, Active Directory, Group Policy, DHCP/DNS, IIS 6.0, SharePoint Services 3.0, VMWare ESXi 4.x, SAN/NAS, Kaspersky ESS, Retrospect Backup.
- WLAN, VLAN, VPN, T1, and 3G cellular infrastructure, extensive use of Terminal Services/RDS in Manufacturing/Production Floor environment.

### **The Assurance Group, Inc.: Network Analyst/System Administrator: 1996 to 2007**

- Designed, implemented, and maintained entire small business 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. Exchange Server, SQL Server, Symantec/Veritas Backup Exec, Symantec Antivirus Corporate Ed., GFI Faxmaker for Windows, and OCR for AnyDocs v.4.0.
- Responsible for creation and maintenance of Disaster Recovery Plan, Network Security Compliance documentation (for a financial services industry organization), and other procedures and user training documentation.
- Provided PC hardware and software support for LAN users as well as hourly charged support through TAG for other people in the community.

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

- Coordinated a team of site hardware/software/server tech support members in a Research/Development environment.
- Responsible for PC/network hardware and software support for site users.
- 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 Server.
- Completed many of Microsoft Press MCSE exam preparation CD-based training courses, including Exchange Server 2000, Windows 2000 Server, and TCP/IP Networking. Had access to MCSE Self-Paced Training for up to Windows 2008 Server and Exchange 2007 for reference if needed.