

Expertise

- Honest, fast learner, self-starter, multi-tasker, reliable, organized, responsible, detail-oriented, and analytical with advanced problem-solving skills
- Heavy experience with Windows and Mac desktops and networks
- Heavy network administration of Windows 2016 to 3.51, NetWare 5.0 to 3.12 and MAC current since 7.5.1, Unix, various versions Linux, and DECAlpha, including Active Directory creation and maintenance
- Use and administration of network equipment including servers and NAS
- Experience with LANs and WANs with wired and wireless technology, including DHCP, reservations, and MAC addressing using TCP/IP
- Installation and administrator of virtual technology including VSphere, VMWare ESXi, VMWare Fusion and workstation, Parallels, Virtual Box, Hyper-V, and Virtual PC
- Administration and set up of routers, switches, hubs, and firewalls, including Watchguard, Barracuda, HP, SMC, Shiva, NetGear, Linksys, Belkin, Symantec, Sonicwall, Juniper, and Cisco
- MS Exchange administration 2016, since 5.0, including use of PowerShell
- Maintaining and configuring IIS for Exchange and applications
- Advanced use of Microsoft Office (Word, Excel, PowerPoint, Access, Visio, and Outlook) 2016 and 365 since 4.0, including training in use, VBA programming, and light .net experience
- PC hardware building, troubleshooting, and repair, including electronic repair abilities and manual virus cleanup
- Versed in HIPAA and PCI compliance verification
- Use of ticketing systems including ConnectWise
- Configuration and use of remote-control software including TeamViewer, Kaseya, VNC, LogMeIn, WebEx, and Remote Desktop
- Passed background checks for local and FBI in 2017 for customers
- Project management
- Training of groups and one on one
- Creative and technical writing

Experience

Owner and Publisher at Empty-Head.com, Casselberry, FL

2018 to Present

- ▲ Website design and maintenance
- ▲ Provide technical IT support to freelance customers
- ▲ Computer installations, upgrades, troubleshooting

Network Engineer at OrLANtech, Inc., Orlando, FL (and later Maitland, FL)

2003 to 2018

- ▲ Acted as public face for the company
- ▲ Functioned as lead engineer and project manager on accounts ranging from 5 to 200 users, day-to-day handling issues, equipment upgrades, network creation, maintenance, and documentation
- ▲ Dealt with legacy, current, and next-gen technology
- ▲ Used specialized, customized, and industry standard software, including VMWare, SQL, MSOffice, Adobe products, Great Plains, Dynamics, Pervasive, MySQL, FoxPro, Filemaker, Windows, Mac, and Linux
- ▲ Adhered to HIPAA and PCI compliance
- ▲ Worked remotely and in field with users all over the country
- ▲ Possessed highest rate of billable hours 13 of the 14.5 years employed (first year went unrecorded)

Technical Contractor at Global Technologies Group, Inc., TRIAD, TAC Staffing Worldwide and Advecta, Maitland, Orlando, Titusville, and Melbourne, FL

2002 to 2003

- ▲ Clients included CNA, Charles Schwab, Mariner Health Care, and Prudential
- ▲ Upgraded hardware, software, and OS (Win95 through WinXP)
- ▲ Installed and troubleshot images, software, hardware, and network issues, including Netware 5.0
- ▲ Performed QA/QC on more than 100 software programs
- ▲ Finished all jobs in 50% to 75% faster than time allotted, saving client on initial costs

Experience (con't)

Systems analyst at Breedlove, Dennis & Associates, Winter Park, FL and Franklin, TN **1996 to 2002**

- ▲ Built, supported, and repaired desktop, laptop, and server computers and printers (and large format plotters) throughout the organization
- ▲ Administered Windows NT/2000 and Novell Netware network, including remote access
- ▲ Planned and migrated from DOS to Windows and Windows NT to Windows 2000 environments
- ▲ Created training documentation and instructed end-users on available software and systems
- ▲ Programmed and coded databases, macros, scripts, and web pages
- ▲ Functioned as data librarian, CD burning, and backup administration
- ▲ Saved company several thousand on hardware and 2000 upgrades

Trainer and Y2K tester at CFEFCU through Computer Plus Staffing Solutions, Orlando, FL **1998 to 1999**

- ▲ Trained 175+ employees (in groups and individually) Windows98, MSOffice, and terminal emulation
- ▲ Rolled out and configured 150+ desktop PCs within two months
- ▲ Reprogrammed DECAAlpha server using command line interface (CLI)
- ▲ Tested for Y2K compliance in multiple branches

Customer service representative at Software Support, Inc., Heathrow, FL **1996**

- ▲ Supported hardware and software via phone
- ▲ Maintained high call to resolution ratio consistently, including highest in organization for seven-week period

Word processor at The ACT Center, Orlando, FL **1995 to 1996**

- ▲ Created client tracking database and supporting documentation
- ▲ Performed insurance billing, scheduling, and various office duties
- ▲ Administered Netware 3.12 server
- ▲ Functioned as unofficial technical support for coworkers

Administrative assistant at Colonial Clinic, Winter Park, FL **1993 to 1995**

- ▲ Functioned as receptionist, medical records custodian, appointment setter, transcriptionist, and various other office responsibilities
- ▲ Performed as medical billing and insurance collections
- ▲ Established marketing aspect of company
- ▲ Functioned as unofficial technical support for coworkers
- ▲ Reclaimed over \$10,000 in insurance money and saved company thousands in marketing costs

Volunteer

Husky Haven of Florida, Central, FL **2018 to Present**

- ▲ Work events, including setup, break down, and assistance where needed
- ▲ Foster huskies and malamutes
- ▲ Transport food, supplies, and animals for the organization and other fosters as needed.

Education

2008-2018 Additional MS and Watchguard certs, as well as Barracuda, Webroot, and Symantec

2007 Continued MCP

2005 Watchguard

2002-2004 Rollins College, Winter Park, FL for non-degree seeking study

2003 Acquired CompTIA Net+

2002 Acquired CompTIA A+

2001 Acquired MCP

1996 Graduated Seminole Community College, Sanford, FL. AA