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Objective:

Professional Summary: Over **20 years** comprehensive technical support and network engineering experience in the **computer, electronics and telecommunications industries**, encompassing creation and **supervision** of a technical support department; support on all **Microsoft operating systems**, advanced knowledge and implementation of **Windows NT/2000/2003/2008 server-client** environments, and experienced in **Linux**.

Software Skills:

• Windows 9x--Windows 7	• Windows NT/2000/2003/2008 Server
• MS Office 95-2010	• VERITAS Desktop/Server Apps.
• Linux (Red Hat, Kubuntu)	• Dreamweaver (web development)
• SQL Server 2000/2008	• Photoshop
• VB.NET, Java, C (languages)	• MS Visual Studio (development)

Professional Experience: **DIRECTOR OF INFORMATION TECHNOLOGY** Limberg Eye Surgery, Inc. San Luis Obispo, CA 2003-2011

- Installed, configured, maintained Windows 2000/2003 (PDC/BDC) servers, Terminal Server, and SQL server
- Optimized DNS, routing, Active Directory, and security for multi-office environment. Installed, secured and maintained MDAemon mail server for 80 employees.
- Implemented backup strategy and off-site media rotation on Overland one terabyte autoloader.
- Installed, maintained, and secured Sonicwall firewalls, configured site-to-site VPNs for six offices and five remote clients' networks.
- Resolved all helpdesk functions for six offices.
- Maintained corporate intranet web site, public web site configuration, DNS, MX redirection, registration, and renewal processes.
- Managed security, shared file access, programs, and license management for 75 workstations over six offices.
- Implemented, and managed remote VPN access to network for programmers and management.
- Audited technology spending and vendor selection. After implementing suggested changes saved corporation over \$50,000 in one fiscal year.
- Systems analysis for custom software development for the practice.
- Point of contact for and liaison/support between clients and developers on software project.

COMPUTER AND NETWORK CONSULTANT (self-employed) California and Washington 2002-Present

- Small Office-Home Office (SOHO) network installations.
- Cable and DSL broadband router/gateway installation, with NAT/SPI/QOS/IPSec.
- Firewall installation and configuration (hardware and software).
- Upgrade wired networks with wireless (802.11a, b, g) and attendant security (SSID/WPA/Mac filtering).
- Installation of Windows 2000 Server and Terminal Server (quad-processor, SCSI RAID 5) including all network administration and security for up to 50 client machines in domain/client environment, and all network shares and login batch files.
- Assist with Cisco router configuration for Terminal Server and remote locations (VPN/PPTP)
- Website creation and administration, including online store.
- Troubleshoot and resolve hardware/software conflicts.
- Built new computers for clients from scratch.
- Installation of new operating systems including any necessary hardware upgrades.
- Backup and restoration of critical data.
- Virus and spyware removal, damage control, and prevention.
- Managed all business aspects including accounting, marketing, taxes, business license.

INTEGRATION ENGINEER VERITAS Software Corporation, San Luis Obispo, CA 1998-2002

- Built and maintained technical support's file servers and administrated all security/rights.

- Created and executed backup strategy for technical support's file servers.
- Created and maintained Advanced Technical Support team's intranet website viewed and utilized by global support teams.
- Provided technical support on VERITAS' Backup, CD mastering, and packet writing applications to end users and original equipment manufacturer's (OEM) support teams.
- Supported, maintained, and expanded technical relationships with VERITAS' corporate OEMs.
- Organize, attend and disseminate information from software bug analysis meetings with product management, quality assurance (QA), and development teams.
- Create, edit, distribute, and post on website, technical bulletins and release notes for each release of software.
- Configure computers (hardware and software) to match client's environment in attempt to duplicate reported issues/identify cause. Reporting results to management and development teams for product improvement.
- Assist QA and product management teams by running extensive qualifications and testing on all software prior to release to OEMs.
- Travel to site and train OEM technical teams (IBM, Compaq, HP) on VERITAS Software applications.

LEVEL II TECHNICAL SPECIALIST MCI, Hayward, CA 1997-1998

- Assisted IT departments on initial installations of NT 4 for Hayward terminal and was first point of technical support for computer/network related issues for local departments.
- Instrumental in all telco delivery and escalations, reported directly to Directors of loop delays related to Local Exchange Carriers' (LECS) facilities' issues.
- Point of contact for all Hayward Terminal interactive training with remote facilities.
- Configured, wired and tested T-1 and T-3 circuits.

TECHNICAL SUPPORT SUPERVISOR PANAMAX, San Rafael, CA 1992-1997

- Assisted IT departments in hardware/software upgrades and was first point of contact for technical support on computer/network related issues.
- Supervised six employees concurrent with managing Test and Repair Department.
- Analyzed and reported to senior management labor/parts costs and product field failure percentages.
- Trained and supervised 12 customer service representatives to adequately resolve customer and tech level one issues.
- Active member of ISO 9001 Internal Auditing and Safety Committees.

Education:

- BS: Business Administration/Management Information Systems; California Polytechnic State University (Cal Poly); SLO, CA - 2005
- AA Degree: Cuesta College; San Luis Obispo, CA - 1999

Technical Certifications:

- Microsoft Certified Professional (70-270 Windows XP Pro) - 2004
- Comprehensive Windows 2000 Server and Advanced Server training
- Comprehensive Windows NT/2000 workstation training
- MCSE certifications - in progress

Professional Seminars:

- American Management Association, "Management Techniques and Skills"
- Supervisory Training Seminars, 3 Separate Events
- Stephen Covey Seminar, "The Seven Habits of Highly Effective People"
- Franklin Time & Project Management Seminars

References:

Professional and Personal References Available Upon Request.