

**Objectives:**

To obtain a technical position in the field of Computer Networking and Information Technology with an organization that will benefit from the following qualifications:

- Ability to quickly establish rapport and excellent relationship-building skills
- Ability to communicate effectively with individuals at all organizational levels
- Knack to multi-task in complex, deadline-driven environments
- Provide professional customer-based support services in a wide variety of working environments

**Computer Skills & Relative Training:**

- Network configuration and security
  - Both educational and work experience in establishing, maintaining and problem solving both LAN and WAN configurations, security aspects of network configurations, and wireless network environments.
  - Familiar with Cisco networking equipment
- Formal Training and Work experience in set-up, operations, and problem solving in Windows 2000, Windows XP, Server 2000, Windows Server 2003 environments
  - Familiar with several distributions of Linux and Mac OS
- Formal Training and work experience with Microsoft Office suite, in terms of operations, and problem solving
- Class room training and work experience with Adobe Photoshop
- Web Site Development
  - Both formal training and working knowledge of a variety of web development tools and a strong working knowledge in Hyper Text Markup Language (HTML).
- Familiar with Python, C/C++, Java, PHP, and MySQL programming languages
- Technical Communications
  - Competent in the development and documentation procedures in support of both administrator and end-user support

**Employment History:**

**Stewart Transaction Solutions Northwest (Seatac, WA)** December 2007 – Current

Network Administrator

- Supports IT infrastructure at a regional office and satellite Stewart Title locations across Alaska, Washington, Oregon, and Nevada.
- Provide advanced help desk support services for over 700 users and provide immediate support to subordinate Office Automation Coordinators throughout the region
- Maintained day to day operations for the data center and helpdesk
- Formal training in Microsoft System Center Configuration Manager, Captaris RightFax and Avaya Phone system Software suites
- Researching, Planning, and implementing various regional projects to include Active Directory restructure, laptop hard drive encryption, Microsoft System Center Configuration Manager deployment, and further implementation of Group Policy
- Assists in various troubleshooting and problem resolution with the corporate level IT Departments

***Pacific University:*** (Forest Grove, OR) Summer 2006

Network Assistant

- Assisted in wireless network development
  - Responsible for mapping the campus network and collecting data and finalizing a written report and conclusions for recommendations for coverage expansion.
- Installed Networking Equipment
- Phone system testing
- General IT helpdesk Tasks
  - Provided customer support for a variety of departments.
  - Assisted faculty, students and staff on a wide variety of technology and network issues.
  - Performed routine maintenance and organization of University computer lab Equipment and terminals.

***University of the Pacific:*** (Stockton, CA) September 2002 – June 2007

Event Security Officer

- Responsible for securing campus buildings
- Responsible for providing secure transportation to students on-campus
- Providing security at special events
- Trained in crowd control procedures and basic security protocols and implementation for moderate and large public events

***LaborWorks:*** (Tacoma, WA) Summers 2003, 2005

Day Labor

- Worked for a wide range of companies.
- Physical laborer responsible for moving, painting, construction, manufacturing, solid waste management.
- Learned a wide variety of new skills.
- Flexibility, on-the-job training, adaptability.

***Education:***

---

***University of the Pacific*** 2002 – 2007

Bachelor of Science in Computer Information Systems

Minors: Engineering Technology, Business Management

Graduation date: June 2007

Member of Delta Upsilon / Omega Phi Alpha

***Interests:***

---

- Website Development
- Off road motor sports
- Camping
- Snowboarding
- IT support for friends and family

***References available upon request***