

JOHN SMITH

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P.O. Box 000000 ~ Anywhere, Florida, 00000

QUALIFICATIONS

Accomplished Windows/Linux *Systems Administrator*, proficient in hardware and software acquisition, installation, maintenance and support. Adept with Local Area Networks (LAN) and the Internet. Excellent communications skills, easily interacts with staff, customers and vendor partners. Expertise beyond technical skills includes documentation and training. Certifications include *Microsoft Certified Systems Administrator* (MCSA) 2000, *Microsoft Certified Systems Engineer* (MCSE) NT 4, *CompTIA Linux+*, *CompTIA A+*, *CompTIA Network+* and *INET+*.

COMPUTER SKILLS

<u>Hardware:</u>	IBM, HP, Dell, NCR, Compaq
<u>Software:</u>	MySQL, Vantive, DataFlex, Word, Excel, Outlook, Norton Ghost, Cacti, Virtual PC, PCAnywhere
<u>Operating Systems:</u>	Win 95/98/2000/XP/NT, Win 2000/2003 Server, Linux, UNIX, SCO OpenServer, Redhat 8.0
<u>Programming Languages:</u>	VBScript, PHP, Perl, Shell Scripting
<u>Networking:</u>	LANs, DUN, DHCP, TCP/IP, SMTP, POP

PROFESSIONAL EXPERIENCE

System Administrator

BIG BUCKS, Inc., North Miami Beach, Florida 7/2005 to Present

- Maintained and supported Windows XP workstations, Windows 2003 and Fedora Linux Servers.
- Implemented System and Software installations and upgrades.
- Tracked network utilization statistics.

Configuration Specialist

G & S SOLUTIONS, Fort Lauderdale, Florida 3/2001 to 7/2005

- Saved \$1,400 per server by negotiating better hardware prices with vendors, and by switching the Operating System from SCO UNIX to Redhat Linux 8.0.
- *Reduced Technical Support labor costs* by developing an application to poll every customer server daily, and write software versions in a MySQL database.
- *Reduced customer down time* by scripting a utility to retrieve and store server configuration changes at the store level, on a daily basis.
- Resolved network and operating system issues.
- Prepared documentation and trained technical support and manufacturing staff.
- Purchased, built and configured Linux and UNIX servers shipped to S & H's customers.
- Performed QA testing.

Technical Support Analyst I

UNIFILE CORPORATION OF AMERICA, Coral Springs, Florida 10/1999 to 12/2000

- Provided training and support for over 200 remote users running Windows 95/98/NT, SCO OpenServer UNIX and Linux.
- Implemented remote installations of software and software patches using PCAnywhere and Reachout.
- Implemented software modifications, performed hardware upgrades, configuration and repairs.

Technical Support Representative

WIRELESS INTERNET, Fort Lauderdale, Florida

01/1999 to 07/1999

- Performed hardware troubleshooting and resolved training questions for a small ISP with a user base of over 1500.

Technical Support Engineer I

THE QUIZ GROUP, INC., North Lauderdale, Florida

08/1998 to 12/1998

- Provided support for operating system and hardware problems for the Compaq account.
- Supported end users, on-site technicians and retail store dealers.

EDUCATION

Atlantic University, Fort Lauderdale, Florida, 1995 to 1998
Computer Science (Incomplete)

CERTIFICATIONS

Microsoft Certified Systems Administrator (MCSA) 2000, 12/2002
Microsoft Certified Systems Engineer (MCSE) NT 4, 12/2000
CompTIA Linux+, 6/2002
CompTIA A+, 12/1998
CompTIA Network+, 12/1999
INET+, 11/1999