

FNAME LNAME

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PROJECT MANAGEMENT - IT PRODUCT DEVELOPMENT ■ CONSULTING

Accomplished IT Professional with over 10 years experience providing innovative technology solutions in Networking, Technical Support, Installations and Troubleshooting. Exceptional ability to quickly grasp, understand and resolve complex problems. Excellent communicator, builds strong working relationships with colleagues at all levels. Bilingual, fluent in English and Spanish.



KEY FUNCTIONAL SKILLS

Project Management

Managed site surveys, needs analysis, installations, upgrades and documentation.

- Nationwide project for Home Depot included installation of DL380 HP servers, HP 2012iDC modular Smart Arrays and Cisco 3750 switches.
- Implemented set up of 25 fully configured laptops for mobile users in the state of Iowa. Developed savings of over \$7,000 in less than two weeks.
- Structured discovery for Dell Linux server installations and programming. Directed systems analysis and authored documentation.

Networking / Troubleshooting

Able to provide consulting and support for LANs, WLANs, WANs, VPNs, hardware, software and technologies implementation.

- Successfully relocated organization's systems which involved the testing of network ports and a wireless survey resulting in savings of more than \$10,000. Moved T1 lines, POTs lines and company hardware.
- Managed IT operations and communications for end users, remote offices and home office users utilizing a Virtual Private Network (VPN) for Blue Cross and Blue Shield of Rhode Island.

Technical Support / Customer Service

Executed software upgrades, identified and resolved MS software errors, terminated/installed cabling in hospitals and medical offices and integrated organizations' hardware and software monitoring devices with 3rd party vendor appliances.

- Researched and resolved Microsoft's routing packet requests for their Customer Relationship Management (CRM) platform which led to a MS service pack prior to product release.
- Identified Exchange 2003 server errors which led to the Exchange 2007 server upgrade.
- Developed a company FAQ web portal page for technical support information.



PROFESSIONAL EXPERIENCE

BUSINESS OWNER, Baxter Technologies, Providence, RI

INFRASTRUCTURE ENGINEER /

QUALITY ASSURANCE ANALYST, Humana of Rhode Island, Providence, RI

LEAD NETWORK TECHNICIAN, PM DIVISION, Mochin, Inc., CT, MA, RI

TECHNICAL ANALYST, PM DIVISION, Source Inc., Providence, RI


TECHNICAL SUPPORT ENGINEER, Grass Technologies Division, West Warwick, RI

CUSTOMER SERVICE REPRESENTATIVE, Neighborhood Health Program, Harvard Pilgrim, RI

CONSUMER RELATIONS ADVISOR, Health Care of New England, Providence, RI

**EDUCATION**

Computer Servicing Technology, New England Institute of Technology, Warwick, RI
CCNA, Community College of Rhode Island, Warwick, RI
MCDST, New Horizons, Providence, RI
A+ Hardware & Software, Community College of Rhode Island, Warwick, RI
Sales discovery methodology, Sandler Training

**TECHNICAL SKILLS**

Network: Netmon Network Monitoring Tool • IP Scanning Tool • Fiddler Debugging Proxy Tool • LAN • WLAN • WAN • TCP/IP • VPN • Citrix Access Gateway (CAG) • Cisco Network Assistance (CNA) • RIP • RIP2 • OSPF • NAT • ACL • VLAN • Cisco Routers • Cisco Switches • SMTP • POP • RTMT

Resource Management: Windows Directory Statistics Tool • Active Directory • Technology Procurement

Corporate Communication: Outlook • MS Exchange 2003 Server • Lotus Notes • Entourage • GroupWise • MS Exchange 2007 Server • Internet

Encryption: PGP • Windows

Compression: WinZip • File Reduction Technique

Back up: Windows • Symantec

SFTP: WS_FTP

VoIP: Cisco Unified Messaging

OS: Windows 7 • Windows XP • Vista • Windows 2000 • Server 2000 • Server 2003 • Windows 95 • Windows 98 • Linux • MAC

Scripting: vbs • JavaScript • Action Script • Batch File

File Audit: Windows

Graphics: Illustrator • Photoshop • Flash

Open Source: Apache • PHP

Document: Acrobat • MS Office 2007 • MS Office 2003 • MS Office 2000 • Teleform Scanning Solution

Project: MS Project • MS Visio • MS Visual Studio

Programming Language: HTML • Adobe Flash • Adobe Dreamweaver • C#

Database: Access • MySQL • PostgreSQL

Other: Cable Installation • Wire Termination • Research Methodology • Documentation Authoring • Sales order processing • MS CRM • FAT • FAT32 • NT • NTFS • EPIC • MediTech • Diamond • AS400 • Siebel