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SUMMARY OF QUALIFICATIONS

- 13 years total computer experience, 8 years of which is professional Information Systems/Technology experience including networking and technical support services.
- 6 years management experience, which includes web design and development and system and network administration in both public and private sectors.
- 4-year college degree in Computer Studies from Florida Atlantic University.
- I am a team player and I am detail oriented with strong organizational skills and excellent written and oral communication. However, I am able to work alone with little or no supervision, if required.
- The IS Dept. and I, as manager, were awarded a Customer Service Recognition Award during my employment at Workforce Alliance.

PROFESSIONAL EXPERIENCE

Management Experience

- Supported technicians in schools and fields with network issues. Backup to IT Director with WAN issues.
- Managed IT staff, 2 administrators, developer, webmaster, and technicians.
- Oversaw helpdesk, customer service and entire network support 4 days a week from 7pm to 7am at credit card processing firm.
- Managed and coordinated webmaster and web design team, as well as liaison between staff and clients.

Training Experience

- Designed and developed Haywood County Schools website and Intranet which included monthly changes to content, photos, and layout. Trained webmasters in schools to design and update their school sites and calendars. Trained IT staff on use of helpdesk solution.
- Trained user community on several applications and Internet usage as prep for new MIS online case management system, as well as coordinated outsourced training.
- Senior Web Administrator in charge of all web/internet responsibilities. Responsible for training other administrators and clients in use of systems and applications as well as their respective websites.
- Trained new staff on a wide variety of software and Internet basics.

Professional Experience continued on next page

Hardware and Technical Experience

- Maintained connectivity and health of network and servers at all school locations for entire county including switches, routers, network applications, 25 servers & 2500 workstations. Administrator for e-mail, web and server access for 1200 users. RedHat, Microsoft, SUSE.
- Managed network consisting of 5 centers throughout Palm Beach County with 20+ servers, 400+ workstations, and 300+ users. Linux, NT, Novell.
- Administered and maintained entire network of 70+ servers and 200+ workstations in a 24-7 credit card processing and financial web-based company. Microsoft.
- Built LAN infrastructure for WPP. Brought over 600 websites into production and on-line.

Additional Experience and Knowledge

- I have pursued additional educational coursework while working to increase my knowledge base, and stay abreast of the newest cutting-edge technologies. Network+ and LPI 101 certifications. I possess the ability to learn new procedures quickly.
- I have always had an aptitude for teaching and I been asked by all previous employers to have some responsibility in transfer of knowledge and the training others. I have designed and implemented corporate training materials.
- I have written and documented IT procedures, network diagrams, technical writing and Administrative Orders and Standard Operating Procedures, and POs.
- I have worked as a Network and Systems Administrator in both Microsoft and Linux environments. I have also worked as both a network and PC support technician. I have an extensive knowledge of Microsoft and Linux including server services.
- I possess an enormous amount of software knowledge from both a server and client standpoint, which includes but is not limited to all Microsoft OS and Office products, Adobe products, Publisher, Digital Imaging, computer graphics, web design, development and desktop publishing, scholastics and educational software, and financial applications.
- Computer programming in C, HTML, JAVA(script) hardcode, some PHP.

EMPLOYMENT HISTORY

- 07/04 to 06/06 Haywood County Schools, Waynesville, NC
Network Manager
- 12/00 to 07/03 Workforce Alliance, West Palm Beach, FL
Manager Information Systems
- 01/00 to 12/00 WildCard Systems/eFunds, Sunrise, FL
Network/Systems Administrator
- 12/98 to 12/99 United Internet Services, Deerfield Beach, FL
MIS/Network Manager

EDUCATION

- Network+ Certification 04/06 and LPI 101 05/06
- Miscellaneous Management (including state government classes), Crystal Reports 01-02
- Bachelors Degree in Computer Studies w/Minor in Spanish and Environmental Science Certificate 12/97