
Information Technology Administrator / Analyst / Support

QUALIFICATION HIGHLIGHTS:

- **Certifications:** CCNA (*July 2010 expected*), CCNP (*November 2010 expected*), Motorola Wi-NG, AirDefense, Total Enterprise Access and Mobility (TEAM)
- **Networking:** Cisco IOS, TCP/IP, LAN, WAN, VLAN, WLAN – Cisco / Motorola, Routers, Switches, Firewall, SonicWALL, Barracuda, VPN, Motorola RFS 6000/7000, Intrusion Protection Systems (IPS), Fiber Optics, Cat5/6
- **Information Systems Software:** Windows Server 2008, 2003, 2K, NT, Microsoft Active Directory, SQL, Exchange, IIS, DNS, DHCP, NT Mail, Blackberry Enterprise, Virtualization VMware / Hyper-V, Symantec Backup-Exec, Mac/Apple, Unix
- **Web:** Google Analytics, Web Trending, SEO/SEM, MySQL, CSS, HTML, JavaScript, Cold Fusion, PHP, ASP.NET, Dreamweaver, Photoshop, Flash

PROFESSIONAL EXPERIENCE:

ADSI – Hoffman Estates, IL (November, 2008 – June, 2009)

Services Integration Manager / Wireless Engineer

Motivated employees to communicate effectively with the client and co-workers, to stay on task, and to complete projects to customer satisfaction. Enhanced business process through implementation of accurate scheduling in an electronic ticket system. Reviewed Statements of Work (SOW) for accuracy in billable hours, task structure, and proposed hardware within budget. Reviewed deliverables to ensure quality of service.

ACHIEVEMENTS:

- Key pre-sales wireless engineer support in enterprise-level customer hardware purchase of over 200 Motorola handheld client devices
- Cornerstone in design and development of in-house lab and demonstration area, successful completion of “open house”, 50+ customers in attendance
- Lead development of web marketing campaign, increasing traffic to the corporate website, keyword analysis, and trending
- Implemented IT skills assessment and certification plan for sales and engineering staff, 15 staff members certified in key platforms within 3 months

Firehouse Networks – Bloomingdale, IL (May, 2006 – November, 2008)

Network Technician / Consultant

Consultant and technician of IT solutions for enterprise-level clients in various industries including Law, Stock Exchange, Manufacturing, Medical, and Education. Provided managed services for client networks including Microsoft Windows Server 2008/2003/2000/NT, running both physical and virtual implementations in Hyper-V/VMware. Unlimited to services such as VoIP, Firewall/VPN remote office/user concentrators, MS Exchange 2007/2003/2000, Blackberry Enterprise, IIS, DNS, DHCP, Active Directory, Group Policy, and Backup Exec. On a daily basis, I supported trouble tickets for WWW, DHCP, DNS, IIS 4 - 7.0, SMTP/POP, Dial-in access (modem), login scripts, VPN client connectivity, and SPAM services, including Barracuda, for the company ISP with over (10) Intel based Windows servers, (600) clients, and public IP addresses. I provided end-to-end setup/teardown for website / email hosted clients including, DNS record transfer/creation, NT permissions, FTP access, dial-up user authentication, and SMTP / POP services. Completed indoor/outdoor, point-to-point/multi-point wireless installations, including site-survey, physical cabling, and

security with Cisco 1300/1200 series hardware. Configure/repair desktop, laptop, laser printer hardware components and equipment.

ACHIEVEMENTS:

- Developed ability to present technical information to non-technical people
- Created policy and procedure documentation providing my technicians a guideline to proactively resolve trouble issues prior to customer involvement
- Successful installation of an Avaya IP Office phone system with (6) handsets
- Implemented a medical-grade Windows based DICOM image server

Internet Access Services - Rosemont, IL (January, 2001 – June, 2005)

Technical Operations Manager

Acted as the primary Information Technology and Telecommunications support technician for the Donald E. Stephens Convention Center's (840,000 sq. ft.) exclusive technology services provider. Swift conflict resolution in supporting the tradeshow industry with network and analog phone communications in excess of 100 subscriber links per show. Managed the Cisco based multi-tiered network infrastructure for the facility, including PIX501, 3600 Series routers, 2900 Catalyst switches, connected via multi-mode fiber optic backbone, with redundant Internet services links over T-1 and DS3, load balancing, and static/dynamic NAT IP address mapping via Radware LinkProof appliance. Extension and termination of shielded / unshielded twisted-pair cabling in excess of 300,000 feet, multimode fiber optic cabling to 1000 feet.

ACHIEVEMENTS:

- Enhanced Layer 2 and Layer 3 troubleshooting connectivity skills
- Spearheaded the proposal, configuration, and implementation of (27) Cisco Aironet 1200 Series based access-point Wi-Fi infrastructure for the Hotel Sofitel – Rosemont, IL (280 guest and 20 meeting rooms) with 20 client devices
- Launched an innovative pricing and services structure, increasing revenue stream, which is in place as of today
- Successful configuration and support of the Motorola Canopy broadband wireless platform, including deployment of several client point-to-multipoint links

EDUCATIONAL BACKGROUND:

DeVry University – Addison, IL

Bachelor of Science in Technical Management – GPA 3.78 / 4.0

Full Sail - Winter Park, FL

Specialized Associate Degree of Digital Media – GPA 96 / 100