

Experience Profile

- Client operating systems including Windows 9x, 2000 and XP; Macintosh 8.1, OS X, and Red Hat Linux. Network operating systems such as Windows NT 4 and 2000 (both the Domain model and Active Directory) and Novell Netware 5.
- Installing, configuring and supporting a wide variety of software including the Microsoft Office suite, Citrix, Hyperion applications, Filenet and Peoplesoft.
- Groupware and messaging systems including the Lotus Notes/Domino system and Microsoft Exchange / Outlook.
- Deploying and maintaining HP, Xerox and Canon personal and workgroup printers.
- Support tools including NT User and Server Manager, Computer Management (MMC), Terminal Services, PC Anywhere, Remedy and Magic.
- Administration of network printers, file sharing (ACL permissions) and IIS. Knowledgeable of SMS and Tivoli remote management solutions.
- In depth understanding of networking models and protocols including the TCP/IP suite, IPX/SPX and NetBIOS.
- Dell Premiere Access Certified – Hardware Technician.

Work History

Desktop Support (Contractor)	SC Johnson and Sons, Racine, WI	09/02 – Current
Desktop Support (Contractor)	Johnson Controls, Glendale, WI	04/01 – 08/02
Helpdesk Analyst (Contractor)	Jefferson Wells International, Milwaukee, WI	12/00 – 03/01
High Availability Team (Contractor)	GE Medical Systems, Milwaukee, WI	07/00 – 12/00
Helpdesk Analyst (Contractor)	American Family Insurance, Madison, WI	08/99 – 06/00
Helpdesk Analyst	Sitel Media and Technology Services, Madison, WI	08/98 – 08/99
Helpdesk Analyst	University of Wisconsin, Madison, WI	12/96 – 05/98

Education

Chinese Language / East Asian Studies	University of Wisconsin, Madison, WI	December 1998
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References

References are available upon request.
