ERIC (old resume history)
Long Beach, CA

OBJECTIVE: I am seeking an entry level to mid level position in lan/wan networking support. My objective is to extend my IT skills into the networking support areas of security, wireless technology, VOIP and router/switch configurations.

BACKGROUND: Eight years experience of desktop support in corporate to warehouse enviroments, involving desktop and laptop hardware and printer repair, software install and configurations, Windows operating systems from NT to 2003 Server/XP professional. Two years experience as account administrator using Active Directory. Voip account administrator with Cisco and Avaya phone systems, desktop network connections involving patch panel troubleshooting to making cables. Earned 6 certifications through self study during time of work experience.

CERTIFICATIONS: CISCO CCNA, MICROSOFT MCP SERVER, COMPTIA A+, COMPTIA NETWORK+, COMPTIA SERVER+, Hewlett-Packard Laser Printer

EXPERIENCE:

11/25/06 Present	**Cabinet Manufacturer** – Anaheim – Helpdesk/Systems Analyst Hired as part of Corporate IT helpdesk support team supporting onsite and out of state offices in a Windows/As400 environment supporting areas of: HELPDESK/Desktop support: Administering accounts using Active Directory, troubleshoot and resolve network printing, application and Outlook e-mail issues, also lite JDE administration, troubleshoot and configure Citrix connection from client to server. Provide support Intermec scanning & labeling system using PM4i thermal label printers and intermec . Administer user phone accounts and phone configurations using Cisco Call Manager 4.1 and Cisco Unity Voicemail 4.2. Wireless support: Assisted in wireless upgrade project involving configurations of Cisco 1242 access points on a 4400 series Cisco controller. Configured and supported Cisco 7921 wireless phones and Motorola MC9090 wireless scanners with access to layer 2 switches for observation and troubleshooting.
04/07/05 11/24/06	**I.T. Contracting Company** - Irvine - Second Level Technician (continued employment – location change). Hardware\software break-fix config\install tech in a health care environment at Edwards Life Sciences. Worked with network team on for project move of 100 servers. Support a campus of 2000 users performing installs and hardware\software break fix of Dell laptops and desktops running XP O/S, configure Lotus Notes version 6.5, imagining threw network using Ghost version 8, configure wireless connection on both laptop and desktops, install and configure applications on Compaq Ipaq PDA's, configure and synch calendar schedules between Palm Pilot PDA and laptops, scheduling appointments with users using Altiris ticketing software and shipping and receiving of replacement parts.

11/15/04	**I.T. Contracting Company**– Los Angeles – Second Level Technician
04/06/05	**_Accepted Background clearance_** – Hardware Break fix technician, in a banking environment at Capital Group in downtown L.A. supporting a campus of 2000 users providing hardware support of various IBM laptops, desktops and HP laptops and printers, running on a Novel/Windows 2000 environment. Duties included determining hardware vs. software issues, troubleshooting, identifying and replacing of defective parts. Other duties included scheduling appointments with user, managing tickets using Remedy version 4, also shipping and receiving of parts.

12/07/03	**Private Gov. Defence Industry** – El Segundo – install and break fix
08/25/04	**_Accepted Background clearance_** - Configuration\installation\break-fix tech for secured government campus of 20,000 users on Novell based system using Windows Professional 2000/XP O/S and Lotus Notes email software. Duties included user data backup, imaging, Lotus note email configuration, network printing configuration, setting appointments with users, updating and closing service tickets using E-services program

12/31/01	**Entertinment Company** – Santa Monica – Network Administrator
(contract)	
02/07/02	Administrator of small Nt Based network, with mix of 98 and XP environment, managed and configured DSL and T1 connection, configured Nt user and Outlook email accounts, configure network printing, IP addressing, as well as resolving various printing and software issues.

09/02/00	**Printing/Copy Company** – El Segundo, California – hardware field
12/19/01	**_Accepted Background clearance_** - Hardware repair, configuring, and upgrading for Dell, Compaq, and IBM laptops and desktops, also troubleshooting and repairing various models of Hewllet Packard printers. Duties also include ordering and Shipping of parts and managing and schedualing repair appointments

08/10/00	**Private Gov. Defence Industry –** El Segundo, California – Install
Technician _(contract)_	
09/01/00	**_Accepted Background clearance_** - Installation configuration tech. Rollout of about five to six workstations Per day, on a Novell server & NT client workstation. Duties involved back Ups of user data, TCP/IP, IPX/SPX Configurations, CPU, Bios & Palm Pilot configurations, installations of software such as Oracle and Sybase database programs using WinInstalll, Novell printer and network drive mapping, Creating & modifying user profiles, extensive troubleshooting of workstation network connections and software performance on Lotus notes. Duties also included schedualing oppointments with user updating and closing tickets with REMS Vantage program.

06/09/00	**Contracting Company** -North Long beach, California – _PC Technician_
(contract)	
06/20/00	Technician responsible for installing and configuring small Manpower office of five networked Win95/98 workstations and one HP printer on a Lan Lite network system. Duties included re-imaging, installing and configuring software such as Lotus Notes and Power Base, many

various trouble shooting of network connectivity between hub and router ports
and testing T1 and dial backup connectivity.

11/22/99 05/18/00	**Car Company** – Torrance, California – *Install Config. Engineer* Team member of installation and configuration engineers of Compucom. Performed configurations on Dell and Toshiba laptops and Compaq desktops involving ghost imaging, software and hardware installation on a WAN with approximately 5000 users, using WINDOWS 95/98 OS,OFFICE 95, LOTUS NOTES, BANYON VINES and NT networking. Configure workstations for access to UNIX database with TELNET and DB2. Performed workstation rollout involving network connectivity, trouble shooting, file backups, and configure workstations for local and network printing with on site and helpdesk Tech support for users.
2/10/99 7/15/99	**Phone Company** - Southern California - *Network Support Tech* Team member of Southern California Pac Bell system upgrade rollout from Compaq 5133 Deskpro to Dell Pentium GX1 Optiplex with proprietary NT Workstation operating system, Performed upgrade rollout procedure in a WAN invironment of approximately 4000 users, involving uploading and downloading of files, configure TCP/IP for static or DHCP, protocol binding, ad groups to domains, set up local administrative accounts, configure network printers for workstations, add application builds to the workstations using Config Tool, performed network bounce procedures and troubleshooting. *)*
10/03/98 1/25/99	**IT Contracting Company** – Irvine, California - *Support Technician* Team member of NOS migration project rolling out Compaq computers by migrating from Banyon Vines to Microsoft Windows NT on laptops and desktop workstations, Performed quality assurance processes for Y2K compliance. Assisted in technical support for users unfamiliar with Microsoft Windows NT, setting up local and network printers, applications training and level 1 support. MANPWOER **Southern California Edison,** California - *Support Technician* Team member of Y2k roll out for data processing, data analyses using NetCenses program. MANPOWER -**Unisys –** Whittier**,** California - *Support Technician (contract)* Team member of nation-wide roll out of Microsoft Windows NT Workstations, utilizing software utilized for social security benefits, Installed pre-configured PCs with Microsoft Windows NT 4.0 Workstation, Microsoft Office 95 and proprietary software, Performed network testing expectation procedures to insure proper configuration of each NT Workstation.
Mar. 93 Present	**Elie Business Services** - Westminster, California - *Owner/Operator* Negotiating and consulting, customer service, buying and selling refurbished computers, monitors, printers, terminals, phone systems, Software troubleshooting, configured systems for customers usage.

 EDUCATION:
- Software Education of America - Brea, California - Microsoft NT Network Training
- Cypress College - Cypress, California - General Studies, 1992 - 1993

- Golden West College - Huntington Beach, California - Computer Basics, Recording Engineering
- Massanutten Military Academy - Woodstock, VA - High School Diploma – General Education - Graduated 1990