

Helpdesk Technician/Network Administrator

Six years' experience in information technology including helpdesk, network administration, website development, and graphic design. Exceptional ability to work in stressful situations and remain focused. Secret Security Clearance. Leader and team player with great work ethic. Hands-on and service-oriented approach to problem solving. Outstanding verbal and written communications skills.

Technical Summary

Software: Microsoft Exchange 2003 with Active Directory, Exchange 5.5 with User/Server Manager, Microsoft Office 2003, 2000, Microsoft FrontPage, Adobe Photoshop, many networking and troubleshooting utilities and tools

Hardware: Expert troubleshooter for PC and Laptop hardware and software, networking components, routers, switches

Operating systems: Windows 2003, 2000, NT Server, Windows XP, 2000, 98, 95, NT

Networking: Expert knowledge of TCP/IP, DHCP, DNS, WINS, LAN and WAN troubleshooting

Peripherals: mice, monitors, USB hubs, proxima projectors, printers, faxes, copiers, scanners, blackberries, external drives (DVD, CDRW, hard drives, thumbdrives)

Career Experience

United States Marine Corps
Beaufort, SC

02/2002 – present
(Available 02/2006)

Helpdesk Technician/Section Webmaster

(Promoted from ISMO/Helpdesk Technician to Webmaster to current position)

- Participated in largest network migration in deployed environment in USMC history from Windows NT Server to Windows 2003 Server and supported four separate networks (two Classified Secret and two Unclassified) simultaneously
- Built key website for Ground Combat Element, Multi-National Force of Western Iraq utilized by 2d Marine Division command and all subordinate units passing mission critical data on the Secure Internet Protocol Routing Network (SIPRNET).
- Support deployed division of thousands with stable data communications in combat environment
- Support thousands of users on two networks (one Classified Secret and one Unclassified) for 2d Marine Division while maintaining maximum connectivity, security, and customer satisfaction

Rifle and pistol Coach

- Trained groups of 400 shooters on rifle and pistol range in marksmanship techniques, courses of fire, and range safety
- Supervised range setup, coordination of ammunition, targets, and shooters
- Held Accountable for safety and marksmanship scores of all students

CopyMax inside OfficeMax
Jonesboro, NH

02/2000 – 02/2002

Desktop Publisher/Sales and Production Associate

- Designed and supervised the production of business and marketing forms
- Achieved sales goals through add-on sales and large production jobs
- Promoted return business that earned money for CopyMax

Education/Training

Campbell University, Buies Creek, NC – Associate Degree in Arts – Received 12/2004 with 3.5 GPA

Leadership (Principles of Management) – 2004

Warehousing Operations – 2004

Combat Marksmanship Training – 2004

Fundamentals of Marine Corps Leadership (Supervisory Management) – 2003

Tactical Network Specialist, Communication – Electronics School – 2003

Trinity High School, Manchester, NH – graduated 2001

Recognition/Awards

Iraq Campaign Medal – 2005, Marine Corps Good Conduct Medal – 2005,
Global War on Terrorism Service Medal – 2004, Certificate of Commendation – 2004,
National Defense Service Medal – 2002