

## **NAME 90**

Address

Cell, Home, Business Phone

E-mail Address

### **OBJECTIVE**

Computer/Network Support

### **SUMMARY**

Over 20 years experience providing computer and network support, including implementation of company-wide transition to Windows XP and providing user training and support in network and computer basics, Microsoft Office products, and products developed in-house. Related experience in systems planning and development, development of technical documentation and project management. Recognized for both excellent written and verbal communications skills and excellent interpersonal skills.

### **PROFESSIONAL EXPERIENCE**

OFFSHORE DRILLING, INC – City, State

Year - Year

#### **PC Analyst/Network Administration**

Responsible for providing computer and network support to over 800 computer users located both locally and in remote offices and drilling rigs around the world. Supervised contract employees hired to help during the surge associated with upgrades and new implementations.

- Changed the dial-up internet provider for remote and traveling users, which resulted in remote internet cost reductions from approximately \$10,000 to approximately \$3,000 monthly.
- Developed the asset management system used for the company's Personal Computers, which created the ability for management to effectively allocate PCs and to quantify future needs.
- Implemented controls to effectively track software licenses and ensure legal use of software which protected the Company from potential copyright infringement violations and lawsuits.
- Developed a procedure to upgrade rig PCs remotely from the office, which resulted in a reduction of travel costs associated with travel to rigs by PC support personnel.
- Contributed to three successful major company-wide upgrades over the years: the consolidation of computer systems and software during a merger in Year, the transition to Windows and Office in Year and the implementation of Windows and Office upgrade in Year, which ensured efficiencies afforded by latest technologies and products.
- Developed user-training classes in Microsoft Windows, network basics, e-mail, and Microsoft Office. Provided workshops which focused on single topics of interest to particular users, such as Word mail-merge and Excel Macros. Result was significant third party cost savings for applications training, and improved training results through customization to specific needs.

**NAME**

ITC CORPORATION – City, State

Year - Year

Senior Management Analyst (Year - Year)

Responsibilities included information systems planning, database design, user training and liaison, supervision of technical writers and clerical staff, and project management.

- Served as liaison between end users and development personnel in order to identify data and reporting requirements, and to develop specifications for the next generation of computer systems for the Naval Reserve.
- Tracked project expenditures in labor and materials, ensuring that budgets were not exceeded.
- Supervised three technical writers and two clerical personnel in the production of both technical and user manuals.
- Acknowledged for completing every project on time or ahead of schedule during this period.

Senior Technical Writer/Staff Technical Writer (Year - Year)

Responsible for preparing all forms of life cycle management and user documentation for computer systems developed for the Naval Reserve.

**MILITARY EXPERIENCE**

UNITED STATES NAVAL RESERVE

Year - Year

Naval Officer

Currently hold rank of Commander and Executive Officer of Joint Intelligence Center, Central Command (JICCENT) 0470, City, State, with a Top Secret/Special Background Investigation (TS/SBI) clearance.

- Served as Executive Officer in charge of all administrative and training functions of a 52-member reserve unit.
- Assigned in Year to the US # Fleet in support of their conversion of computer systems located on the Korean peninsula. Prepared a report which identified assets and their conversion status. Fleet used this to ensure that non-compliant systems would be updated by targeted date.

**EDUCATION**

BA in English - State University – City, State

Courses in accounting, statistics, business, and computer science, University of New Orleans

**TECHNICAL SKILLS**

A+ Certification

Microsoft Windows XP, 2000, NT, 9x; Microsoft Office XP, 97; Gateway, HP and Dell Personal Computers; Gateway, Toshiba and Sony Notebook Computers; HP Printers.

Numerous professional courses, including: Microsoft Windows XP Implementation; Microsoft Exchange Server Administration; TCP/IP for Windows NT; PC Configuration, Repair and Maintenance; Software Piracy Prevention