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## OBJECTIVE

I would like a challenging position where my IT skills, and experience, will greatly enhance the company's success and my own personal growth.

## EDUCATION

Institution: **NCE group** Wappingers Falls, NY  
Major: LAN Technician - PC support tech, MCSE NT4, Windows 2000 Professional, Novell CNA 5.1

Institution: **DeVry University** North Brunswick, NJ  
Major: Electronics Engineering Technology  
Degree: A.S.

## PROFESSIONAL CERTIFICATION

CompTIA **A+** PC Service Technician  
Microsoft Certified Professional Windows NT 4

## OPERATING SYSTEMS, APPLICATIONS, PROTOCOLS AND NETWORKS

Ethernet and Token Ring Topologies  
Lotus Notes  
MS DOS  
NetBEUI  
NETBIOS

Novell Netware  
TCP/IP  
Windows *all desktop versions*

## WORK RELATED SKILLS

Category 5 premise wiring  
Installation, configuration and troubleshooting of PC's  
Installation, configuration and troubleshooting of LANs  
Install and configure video and sound cards  
Install and configure network interface cards  
Install and configure CD ROMs  
Install and configure SCSI host adapters and devices

Legacy PC's  
Memory management  
Resolve IRQ, I/O port, and memory address conflicts  
Set up multiple partitions on fixed disk of PC's  
Support multiple operating systems

## EMPLOYMENT HISTORY

**Manpower Professional Inc.** Poughkeepsie, NY  
**Family Services Inc.** Poughkeepsie, NY  
**NYS OMH Hudson River PC** Poughkeepsie, NY

03/02 – *present occasional IT contract work* network upgrades, PC roll-outs, desktop support  
05/01- 03/02 desktop support  
10/98 – 3/01 Desktop / LAN Support Technician