

## **SUMMARY OF QUALIFICATIONS**

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An information technology professional with more than 5 years of work experience in infrastructure support, specializing in networking and more than 2 years of telecommunications experience.

## **CERTIFICATIONS**

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- **Cisco Certified Networking Associate (CCNA), April 2006**
- **CompTIA Net+ Certified, March 2, 2005**
- **CompTIA A+ Certified, September 2004**
- **Canon Printer Repair Certified, August 2004**
- **ActiveVoice Repartee VoiceMail Certified Technician, April 2006**
- **AVST CallXpress Certified Technician, April 2006**
- **AVST CallXpress Unified Messaging Certification, September 2006**
- **AVST Seneca Certified Technician, August 2007**
- **Mitel 3300 ICP Certified Technician, May 2006**
- **Mitel SX200 ICP Certified Technician, June 2006**
- **Various Vendor-specific retail training from HP, Intel, Microsoft, etc.**

## **INFORMATION TECHNOLOGY WORK EXPERIENCE**

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### ***IT Infrastructure Project Consultant*** **TR Mandigo & Co.**

**January 2000-Present**  
**Elmhurst, IL**

*Led the creation of new technology services for hotels while improving existing company infrastructure and streamlining current work flow.*

- Installed and administer a small office network, 3 PC workstations and wireless access throughout office; cable drops and router configuration.
- Built, configured, and maintain 4 custom PC workstations.
- Provide fault tolerance and disaster recovery solutions, including automated backups of critical data.
- Set-up a custom accounting solution using QuickBooks 2006.
- Designed and implemented a custom Asterisk solution with voicemail to email integration.
- Implemented VMWare virtualization products that downsized 5 servers to 1, reducing server electrical and environmental costs by 75%.
- Employed pfSense to maintain site-to-site VPNs, road warrior VPNs, off-site backups between sites, and custom internet routing.

### **Medifax**

**January 2005-Present**

*Provided emergency repair services while helping plan for and implement new network technologies and directory services.*

- Installed and administered a Small Business Network, 10-20 local and 40+ remote mixed-vendor, custom. Dell, HP, and Compaq PC workstations.
- Provided technical support for a Novell 5.0 infrastructure, 2 Border Managers, and single directory server.
- Planned the migration from a Novell 5.0 Directory to a Microsoft Active Directory based network.
- Provided fault tolerance and disaster recovery planning and implementation.

### **Med-Trax**

**May 2004-Present**

*Implemented HIPAA compliant home office network and provided support for proprietary software and older VPN technologies.*

- Built and installed 6 custom PC workstations.
- Troubleshoot and supported the coexistence of older VPN clients and Windows 95/98 users.
- Installed and administered a Home Office Network, 4 PC workstations; cable drops, router configuration, and wireless configuration; multiple VLANs, and mixed-use network meeting HIPAA security compliancy.

## ***Field Technician***

**March 2006-July 2008**

### **Telcom Innovations Group**

**Itasca, IL**

*Installation and troubleshooting of all products; TDM and VOIP telecommunications, voicemails, IVR, call accounting, and networking.*

- Performed on-site work to install, maintain, and support client telephony solutions.
- Installed, diagnosed, and troubleshot TDM and VoIP telephony solutions.
- Integrated telephony servers with exchange servers to provide unified messaging abilities.
- Provided advanced VOIP Network Troubleshooting, WAN/LAN infrastructure, QOS, and routing.
- Performed in-house technical training to 20 staff for NuPoint Voicemail and trained other technicians in the operation of OpenLDAP and how the integration with OpsMan is achieved.
- Created custom integration between Mitel OpsMan and OpenLDAP that resulted in the signing of a \$250,000 client account.

## ***Repair Technician***

**December 2005-March 2006**

### **Insight**

**Bloomington, IL**

*Performed repairs, imaging, configuration, and the deployment of IBM, HP, Dell and custom-built servers used at over 13,000 McDonald's locations.*

- Repaired servers, workstations, laptops, LCDs, modems and other equipment of all brands.

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## **TECHNICAL SKILLS**

- **Hardware:** Configuration and Repair of Laptops, Servers, Workstations of all brands including Apple
- **Software:** Windows 3.11 through Vista; Windows NT 4 Server through 2008; Linux including Ubuntu, Debian, Redhat, CentOS; Visual Studio 6 through .NET 2008; Microsoft Office 97 through 2007; QuickBooks 2006; Quicken 2004 through 2009; pfSense; VMWare Server
- **Programming:** Intermediate C/C++, VBA for Excel, Visual Basic 2003/2008.
- **Cabling:** Data, Voice, TV cabling; RG5, RG58, Rg59, UTP/STP, RJ45, RJ11, Amphenol, POTS, and more
- **Networking:** Cisco Routing/Switching, Aironet wireless, HP Routing/Switching, Dell/3com switching; TCP/IP Networking and Routing; Active Directory Environments; Server/Network/Desktop Support; Firewalls, site-to-site VPNs with pfSense and Cisco
- **Telephony:** RightFax Enterprise Server 7.2 through 9.3; Mitel 6000 MAS inc. TW and ME; Mitel SX200, SX200-ICP, 3300ICP, SX2000; Spectralink SVP/OUI Servers, Wireless Phones; Asterisk; Trixbox

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## **EDUCATION**

### ***Directions Training Center - Oak Brooks, IL***

**May 2005-July 2005**

- Net+ Certification Training
- CCNA Certification Training
- Microsoft Security Certification Training (MCP)

### ***College of DuPage – Glen Ellyn, IL***

**August 2001-July 2003**

- Completed coursework in Computer Science