

## PROFESSIONAL EXPERIENCE SUMMARY

Applied Computer Networking/Installation/Programming & Electrical Engineering skills to quickly solve & complete challenging Field Service Requests. Able to program with HTML (manually assembled), Java, C, Fortran, BASIC, Assembly Code, & Siemens PLC SW. Expert user-knowledge of Win9x/NT4/2K/Xp/2K3, DOS, Novell NW-3/4/5/6x, UNIX, Linux, and Mac (7.1-10.x) Operating Systems & WWW, MS IE + Netscape, Security Firewalls, Anti-Virus SW, MS IIS + Apache Web Servers, SSH, Telnet, FTP, NFS/NIS, TCP/IP, IPX/SPX, AppleTalk, MS-Office Suite, Access\_DB, AutoCAD, Adobe PhotoShop, HP printers, HTML Editors: (MacroMedia's DreamWeaver, + MS FrontPage.) Specified/ordered/maintained/troubleshooted complex Computer & Communication Equipment. Managed up to a 20-person-staff of Admin and Tech specialists. Conducted Specialized Technical Training for large and small groups.

## ACHIEVEMENTS

### **Senior Tech Support Specialist** (2000-to current date)

Temple University, Computer Services [CS] - (Desktop & LAN Group); Philadelphia, PA

Supervised, mentored, and conducted training for up to a 20-person Tech Staff & provided the following daily services: Dispatcher, OnCall Service Calls-[HW+SW] PC/Mac (8.1-10.x)/UNIX/Linux), Proactive Support (Server Maintenance & Server Firewall/Virus Security), Dept Support, and Projects Leader. Planned/ordered/HW+SW setup/ maintained /troubleshooted Client/Server (Win NT4/ 2K/2K3 + NW 4/5x) systems. Troubleshooted (HW+SW) Ethernet + Wireless LANs with Fluke LAN troubleshooting equipment.

### **Computer Laboratories Manager** (1997-2000)

Temple University, [CS], College of Engineering Computer Center + College of Education Computer Center(s); Philadelphia, PA

Managed up to a 15-person staff consisting of technical specialists (including HelpDesks.) Designed/ordered/configured/maintained a 12-node (HP-UNIX 64-bit PA-RISC based workstation network) which included NFS, NIS, UNIX-scripting, and printing services. Upgraded a Novell 4x (100-user) Server (added HW+SW, optimized performance), and designed/configured the Clients (Win95/WFW/DOS.) Setup & maintained the Computer Center's WebServer (RedHat Linux os.) Troubleshooted/upgraded/repared PCs & Macs, Scanners, Projection Units, and Digital Cameras. Setup/maintained Macintosh G3/G4 (with HW/SW PC\_Win95 addition) 50-station Computer Lab (installed/configured HW+SW and TCP/IP networking.) Provided PC (Win95/98+Y2K) + Mac (7.1-9.x) + UNIX (SGI,HP) + Novell NW-3/4x systems support (installing HW+SW, networking troubleshooting) to both colleges and the entire University. Also routinely solved Emergency Calls at the University's Main HelpDesk.

### **Senior Staff Engineer** (1996-1997)

Temple University Public Radio (WRTI, Classical & Jazz-FM); Philadelphia, PA

Assisted the Chief Engineer with the station's (tri-state area) FM radio network [RF, uWave] (maint., repair, design) of transmitters and translators. Repaired and upgraded many different types of mobile cassette recorders, antennas, and other field audio equipment (tested & soldered components at the board-level.) Maintained, upgraded, and designed WRTI's former LAN and associated computer HW+SW. Setup and troubleshooted studio ISDN + Satellite TX/RX broadcasts & field ISDN + uWave TX/RX "live music broadcasts"!

### **Field Service Engineer** (1994-1995)

Niehoff of America, Inc., Swedesboro, NJ

Traveled to different areas of the United States in order to commission/repair Niehoff (German) & Lesmo (Italian) wiredrawing, annealing, wire twisting, and coiling industrial machinery. This also included installing/programming/operating/extensive troubleshooting (electrical wiring, AC/DC drives, Siemens PLCs, Remote machinery sensing & control HW/SW) according to customer specifications. Solved international machine malfunctions and customer requests (via telephone, fax, or mail) by interpreting international electrical/mechanical machine component drawings and PLC ladder/statement diagrams.

## EDUCATION

**MicroSoft Certified Professional (#2018962)**, Self-study of Win NT4/2K/2K3 (Server + Enterprise)

**Master of Science in Management Information Systems**, Temple University, Philadelphia, PA

**Certified Novell Admin.**, CG1 Systems, Inc. (Authorized Novell Ed. Ctr.), Berwyn, PA

**Bachelor of Science in Electrical Engineering**, Temple University, Philadelphia, PA

**Associate of Science in Engineering**, Lehigh Carbon Community College, Schnecksville, PA



(In Progress)

(In Progress)



(Jan. 1996)

(May 1994)

(May 1990)