



software applications, Internet explorer configuration, and network configuration. Develop and devise cost-effective solutions for both clients and business applications. Build, repair, and upgrade computer systems and networks. Consult with other technicians about problems. Configure and install file servers on a network. Teach others how to use Microsoft Windows, Word, Excel, Power Point, and Outlook.

**NMR Consulting Inc. - Annapolis, MD**

March 2008 - June 2008

**Network Administrator**

Provide customer support for several small business clients, ranging from 5 to over 35 employees. Provide off site support via Desktop Authority and Remote Desktop and provide onsite support in the form of trouble shooting and training. Manage daily, weekly, and monthly Symantec back-ups for environments that range from 1 server and a few desktops up to 15+ servers and numerous desktops. Suggest changes to client back-ups to allow them to run faster and overnight. Work with Symantec to fix back-up problems. Taught clients how to use Suncoast Solutions and Juniper's VPN client. Install software updates for Windows, Symantec [Backup Exec and Anti-Virus], and others. Use Active Directory to create, manage, disable, and remove user accounts; and create, manage, disable, and remove Exchange accounts for new users. Suggest software and hardware to meet clients needs. Assist network technicians with problems they are working on.

**SAIC – Arlington, VA**

November 2006 – March 2008

**Systems Administrator**

Provide customer support on a government contract. Support two independent networks one for a developer environment and a production network used by our clients. These networks include 20 servers and 15 workstations. Support two additional networks that have two or three servers each. Maintain windows system updates. Assist in managing Active Directory. Monitor Symantec Backup Exec, IP Sentry, WSUS and make changes. Troubleshoot software issues, install updates for several off the shelf products. Responsible for opening and closing the secure lab. Handle purchasing for new hardware and software, including obtaining quotes, filling paperwork, acquiring approval, submitting the purchase request, uploading a copy of all documentation, and making sure that each purchase order had cleared the orders system. Manage the relationship with vendors, our purchasing department, and upper management. Write supporting documentation that discusses our network, installation methods, backup procedures, and system policies.

**ReymannGroup, Inc. – Edgewater, MD**

February 2005 - July 2006

**Customer Service Representative, LAN Tech**

Provided customer support to our clients including creating, updating and editing new website accounts. Attended and participated in conference calls with supervisor and clients to understand the needs of the client. Worked with supervisor and vendors to develop and maintain company website and its customized sub-domains. Pulled website usage reports from the server, removed extra data, organized, and prepared for supervisors and clients. Created, maintained, and tracked the progress of ongoing projects. Monitored all daily news feeds for issues relevant to clients and posted updates to company website. Edited/updated white papers for layout, spelling, grammar, flow, and context. Created PDFs from Word and Excel files. Used Adobe CS2 for the creation of white papers, user handbooks, new employee guides, and other documents. Set up computers, created email accounts and in-house website accounts for new employees. Provided ongoing in-house technical support including enabling wireless access for laptops, ensuring all computers were updated, managing email accounts, and monitoring the file and web server. Changed server backup tape and maintained the safety and security of the off-site backup tape. Created and updated charts and other data in excel files. Created, managed, prepared, and processed Client Lists for direct mail campaign. Oversaw printing of piece mail and envelopes, piece mail preparation, and packaging for direct mail campaigns.

**SITEL Corporation – San Angelo, TX**

October 2001 - February 2005

**Quality Assurance Professional**

Monitored telephone representatives' performance daily by taping, listening to, and evaluating calls. Counseled

telephone representatives on quality of service to ensure proper procedures were being followed. Wrote shift reports and daily communication forms to update quality assurance staff and prevent duplication of evaluations. Followed up on any problems or questions on reports. Participated in meetings with supervisors and managers to review monitoring lists. Reported scripting problems or questions from callers to appropriate departments. Communicated with Supervisors on program changes and communicate telephone representatives' actions to Supervisors for performance appraisals. Assisted Trainers with training classes as needed. Assisted clients in monitoring session-specific programs as needed. Distributed client headsets and company-related correspondence to telephone representatives.

**SITEL Corporation – San Angelo, TX**

April 1997– July 1998; September 2000– October 2001

**Customer Service Representative**

Answered and controlled incoming and outgoing calls. Gathered and verified customer information. Explained calling plans and options. Solicited long distance orders to small business and residential customers over the telephone. Resolved customer complaints and problems with their telephone service. Entered customer information into system to ensure accuracy of information. Learned and retained a working knowledge of existing and new accounts. Provided feedback on scripts, products, and rebuttals to help improve programs.

**Barstow Community College – Ft. Irwin, CA**

October 1995– February 1997

**Assistant Technician**

Kept 30 computers (\$45,000 worth of equipment) maintained and problem free. Installed software and fixed minor system problems. Monitored computer users for system abuse.

**ADDITIONAL EXPERIENCE:**

**Webelos Den Leader – Calvert Ward, LDS Church**

January 2009 – August 2009

**Cub Scout Pack 777**

Taught and lead a group of 10 year old boys in Cub Scout activities, including Den Meeting, Pack Meeting, and outdoor events. Also, encouraged the boys to learn and live by the Cub Scout Oath, Law of the Pack, Scout Motto, Boy Scout Oath, Boy Scout Law, Boy Scout Motto and Slogan.

**Counselor – Calvert Ward, LDS Church**

August 2006 – December 2008

**Men's Organization**

Plan activities to build faith and camaraderie. Teach lessons. Organize Home Teaching routes with the rest of the presidency. Plan how to reach out to those that do not attend weekly meetings. Follow up with Home Teachers to find out if there are any problems that their families are having, provide training, and council as needed.

**Ward Mission Leader – Calvert Ward, LDS Church**

November 2005 – August 2006

**Missionary Supervisor**

Oversee educational and public relations efforts of 500-member congregation and two full-time missionaries in organizing open houses, team-teaching activities, and orchestrating various public relations activities throughout the entire county.

**Counselor – San Angelo 4th Branch, LDS Church**

January 2001 – August 2004

**Congregation Leader**

Ecclesiastical and physical resource guidance to an aggregate of 800 members on matters ranging from Church doctrine to supervision of various auxiliary functions including the women's organization, Sunday School, and men's education leader selection and organization as main assistant to the Branch President.

**Missionary – California Roseville Mission**

July 1998– July 2000

**Missionary**

Taught the beliefs of The Church of Jesus Christ of Latter-day Saints to those interested in church doctrine. Studied two hours daily to expand knowledge and understanding of the material to be taught. Cold- contacted people on

the street, door-to-door, and via telephone. Delivered church related materials to individuals who ordered them. Distributed literature containing the teachings of Latter-day Saints. Worked with local congregations and their leaders to help others learn and perform missionary-related tasks. Set and maintained a daily, weekly, and monthly schedule of work-related tasks. Planned and conducted weekly two-hour training meetings for four to six individuals using examples from current work situations and study materials.

**Additional Certificates:**

LDS Institute of Religion

- Certificate of Achievement
- Graduation Diploma
- Certificate of Advanced Achievement

**EDUCATION:**

B.S., Business Administration (Management Information Systems emphasis), Angelo State University, 2004 (GPA in major 2.909)