

## TECHNICAL EXPERIENCE

### Hardware

PC & Mac Systems  
10/100BT/1GB, FDDI, Token Ring  
Bridges, Routers, Gateways  
Ethernet Switches, Hubs  
Local & Wide Area Networks  
Network FAX & Comm. Servers  
Dell, HP, Compaq & IBM Servers  
Data Center Racks & Cabling

### Software

MS DOS, Windows 3.x – Win7  
Novell NetWare 2.x - 6.x  
WinNT Server 3.x & 4.x  
Windows Server NT thru 2008, SBS  
LANalyzer for Windows  
Diagnostic Utilities & Equip.  
Network Management Tools  
Dell OpenManage

### Applications/Services

End User Office Applications  
Network Administration  
Troubleshooting/Diagnostic Testing  
Database Apps., Web Publishing  
Network Documentation & Design  
Novell Groupwise v3.x – 8.x  
MS Exchange 5.5, 2000 and 2008  
POP3/SMTP & Web based email

## EMPLOYMENT

07/2007 – Present

### **Santa Clara University**

Network Services Administrator

500 El Camino Real, Santa Clara, CA 95053

Network and Groupwise administration and support. Participate as part of the IT Network Services team to support the network systems, users, staff and faculty of the university.

09/2006 – 07/2007

### **ACS/City of Santa Clara**

Groupwise Engineer

1500 Wharburton Ave., Santa Clara, CA 95050

Administration and maintenance of Groupwise email system, Installed and updated Groupwise agents, gateways and Web Access on Windows servers, troubleshooting of email routing and end user assistance. Managed daily backup tapes, installation of patches on Windows servers. User account administration in Active Directory and eDirectory. Assisted in migration of city wide email system from Novell Groupwise v7.02 to MS Exchange 2007. Managed anti-virus/spam filtering services and appliances, master DNS host account, and the RightFAX system for the city. Was instrumental in the implementation of Dell Open Manage and assisted the Network Services staff with general server updates and Maintenance. Logged time, change control and service tickets using Journyx, Elite, and TrackIT.

07/1998 – Present

### **ITSupportNet.com**

Owner/Sr. Systems Engineer

39800 Fremont Blvd. #135, Fremont, CA 94538

Network analysis and troubleshooting, LAN/WAN design, system integration, setup and deployment of Netware and WinNT servers, design and implementation of GroupWise & Exchange messaging systems, installation/configuration of FAX servers, remote access systems, Internet connectivity, installation/configuration of switches, routers and gateways, system installation, upgrades & maintenance, network documentation. Managed technical staff, project management, budgetary planning, assisted clients with selection, acquisition of equipment and interfaced with vendor support.

04/1994 - 06/1998

### **Computer Care/InfoMatriX**

VP Technical Services, Sr. System Engineer

1525 Contra Costa Blvd., Pleasant Hill CA 94523

Network analysis and troubleshooting, LAN/WAN design, system integration, setup, deployment and support of Netware and WinNT servers, design and implementation of GroupWise & Exchange messaging systems, installation/configuration of FAX servers, remote access systems, Internet connectivity, installation and configuration of switches, routers and gateways. Performed system installations, upgrades & maintenance, project management and management of InfoMatriX technical staff.

- 09/1992 - 04/1994 **Swartz Consulting**  
3550 Farm Hill Blvd., Suite 6, Redwood City, CA 94061  
Owner/Network Support Consultant  
Provided a variety of network support services to end users, corporate clients, authorized resellers, and assisting other network consultants. I have been involved in all stages of network support ranging from system design, systems analysis, implementation, maintenance, system administration and support, including installation, upgrades, expansion, emergency support, troubleshooting and training.
- 08/1990 - 12/1992 **Librex Computer Systems, Inc.**  
1140 Ringwood Court, San Jose, CA 95131  
Network Systems Administrator  
Administration of multiple server Novell network. I was given the responsibility of the design of a comprehensive network upgrade plan. I did most of the actual installation and configuration and was responsible for administration, maintenance and management of the network hardware and software systems and user support.
- 05/1988 - 08/1990 **Novell, Inc.**  
890 Ross Drive, Sunnyvale, CA 94089  
Network Administrator / Systems Support  
Administrator for 15 Netware servers, managed remote access systems, interfaced with Novell management, provided support for over 250 network users in multiple buildings, performed system setup, service, and upgrades, also assisted the facilities group with planning and execution of user and department moves.

## **EDUCATION HISTORY**

- 06/91 - Present Technical Certification Courses for Novell, Microsoft, WordPerfect, Cheyenne, etc...  
Courses taken by self-study, workshops, and conferences at authorized training centers including:
- Vitek Education/Westcon
  - Select Data Systems/Clarity Technologies/Teknowlogy Training Centers
  - Wave Technologies
  - MicroNet International
  - Novell sponsored training
- 04/82 - 01/83 Bay Valley Technical Institute, Santa Clara, CA  
Degree Received: Certificate in Computer Programming  
Subject Studied: Computer programming,, systems analysis and operations
- 09/74 - 06/78 Andrew P. Hill High School, San Jose, CA  
Graduated with honors  
Subjects Studied: General studies, college prep.  
Received diploma and graduated with honors.

In addition to formal education, I study and analyze things as I work. I have learned a great deal while on the job, participate in the Network Professional Association, attend hands-on workshops/labs and continue to attend technical training courses, study at home, attend trade shows and pursue ongoing professional development.

## **PROFESSIONAL CERTIFICATIONS**

Certified Network Professional (CNP)  
IBM, Professional Server Engineer (PSE)  
WordPerfect, Office 4.0 Certified System Engineer (CSE)  
Novell, Certified NetWare Engineer (CNE)  
Novell, NetWare 3.x CNA and CNE  
Novell, NetWare 4.x CNA and CNE  
Novell NetWare 5.x CNE  
Novell, GroupWise 4.1 CNA and CNE  
Novell, Enterprise CNE (ECNE)  
Novell, Master CNE, Network Management (MCNE)  
Novell, Master CNE, Infrastructure and Access (MCNE)  
Novell, Master CNE, Messaging (MCNE)  
Microsoft, Microsoft Certified Professional - Windows-NT (MCP)  
Cheyenne Software, Hierarchical Storage Management (HSM)

## **PROFESSIONAL AND COMMUNITY SERVICE**

Silicon Valley Chapter - NPA, Co-Founder and Vice President (1993)  
Silicon Valley Chapter - NPA, Chapter President (1994)  
NPA, Member of Communications Committee (1994 - 1996)  
NPA, Member of Member Advisory Committee (1996)  
NPA Chapter Task Force (1996)  
NPA, West Coast Regional Representative (1994 - 1996)  
NPA, Member of Board of Directors (1996-1998)

## **Hobbies and Interests**

Photography  
Astronomy  
Study of history and religion

References available upon request