

WILLIAM H. JOHN

5511 Some Drive ■ Somewhere, BC T3Y 3H8
Home: (555) 333-9845 ■ billjohn@somecmailprovider.ca

INFORMATION TECHNOLOGY PROFESSIONAL

Systems Analysis ~ Programming ~ Network Security

Experienced Network Specialist with diversified experience and demonstrated expertise maintaining operating systems and networks, providing technical support, and developing innovative solutions in alignment with business objectives. Proven success in project management; combine expertise in strategic planning, quality control, and team leadership with solid qualifications in network design and development. Tenacious problem solver continuously seeking effective solutions to complex problems; excellent troubleshooting skills in both computer and software platforms. *Areas of expertise:*

- ◆ Network Configuration & Maintenance
- ◆ Project Management
- ◆ Database Administration
- ◆ Systems Strategy & Architecture
- ◆ Client Relationship Management
- ◆ Technical Infrastructure
- ◆ Cross-functional Team Leadership
- ◆ Disaster Recovery Planning
- ◆ Technical Training & Support
- ◆ Troubleshooting & Problem Resolution

"The quality of your work, your professionalism and the high regard that your peers and customers have for you are evident everywhere I look."

~ Robert Happy, Director, Somewhere Networks Incorporated

TECHNICAL PROFICIENCIES

Certifications: Certified Novell Administrator (CNA), Certified Network Technician (Novell GroupWise/Novell Network Administration), Certified GroupWise Trainer, Microsoft Certified Professional (MCP)

Platforms: Novell Netware, Novell Cluster Services, Novell GroupWise, Windows 98/NT/2000/ XP, Windows 2000 Server, Citrix Metaframe, Novell Linux Desktop, Novell Zenworks

Tools: Novell System Tools (ConsoleOne, Nlist, IManager), GroupWise Email System Tools, Microsoft Word, Excel, Outlook, MS-Project, Remedy, ELRON Internet Monitor, FootPrints, Oracle, PeopleSoft, Terminal Emulation Software

PROFESSIONAL EXPERIENCE

ABC NETWORKS INCORPORATED – SOMEWHERE, BC

1995 - PRESENT

Network Administrator (2000 – Present) Technical Support (1995 – 2000)

Oversee the maintenance of Windows 2000 and 2003 domains for several warehouse locations including file and print Exchange and SQL servers. Accurately configure employee laptop and desktop computers. Support tracking and accounting for inventory and data integrity.

- ◆ Substantially increased system-wide uptime by introducing network monitoring systems that successfully measured/calculated trends, thereby alerting key staff members of any changes.
- ◆ Maintained a high level of security, ensuring proper routing connections by addressing VPN issues, identifying problems, diagnosing causes, and determining appropriate action.
- ◆ Played key role during numerous major migration projects including Novell Servers to Windows Server 2003, and HP Openmail to Exchange Server 2003.

Continued...

WILLIAM H. JOHN

Page Two

- ◆ Upheld 100% data accuracy by securing precise data processing after inventories; assisted in the conceptualization and automation of the data processing.
- ◆ Successfully promoted to Network Administration by demonstrating solid dedication and a strong work ethic; developed a team-oriented environment that ensured continued productivity along with company growth and development.
- ◆ Established a business technical support group, creating a corporate-level support team; actively worked as part of the Corporate Support Team assisting business clientele.
- ◆ Increased customer service efficiency by ensuring that each team member received the appropriate working tools; employees received CD-Rom drives and Internet access to assist customers with their issues.

345 PC TECHNICIANS – SOMEWHERE, BC

1993 - 1995

Technical Specialist (1994 – 1995) Technical Support (1993 – 1994)

Managed all aspects of network systems during short-term contracted engagements; performed network installations, upgrades, and administration activities. Troubleshot and resolved technical issues, ensuring optimal functionality. Conducted network security and system audits; offered recommendations to improve operations. Built, upgraded, and repaired personal computer systems.

- ◆ Delivered superior technical support through continued travel to satellite office, ensuring efficient on-site assistance.
- ◆ Exercised flexibility and team approach to achieve personal and company goals and objectives; approached by several individuals seeking guidance and technical expertise.

EDUCATIONAL BACKGROUND

Information Technology Degree (1994)

THE UNIVERSITY OF SOMEWHERE, Somewhere, BC

Information Technology Diploma (1990)

SOMEWHERE CAREER COLLEGE, Somewhere, BC

Certifications

Certified Novell Administrator (CNA), Certified Network Technician (Novell GroupWise/Novell Network Administration), Certified GroupWise Trainer, Microsoft Certified Professional (MCP), Microsoft Networking Essentials Certification, Microsoft NT Server 4.0/ NT Workstation 4.0 / NT Server 4.0 Enterprise

Career Development Initiatives

Networking Essentials ~ Windows NT Administration ~ Windows NT Core Technology
Windows NT Server in the Enterprise ~ MS Internet Information Server
Internetworking with TCP/IP on Win NT ~ Administering SQL Server with Win NT
Windows 2000 Active Directory & Network Design ~ Microsoft Exchange Server 2000 Administration

COMMUNITY INVOLVEMENT

Mentor, School Board – Assisting Children with Computer Skills
Director/Treasurer – ABC Childcare organization
Chair, City of Somewhere – City Improvement Initiative