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**Objective:**

Expanding my knowledge of computers and be able to provide excellent service using my honed skills.

I have worked on computers since I was ten years old and have fixed about 4000 computers and have written at least a million lines of code in the 20 years I have been doing this. It is the passion and gratification that makes me love what I do. I care about the people that need my help and people inherently like me.

**Qualifications / Knowledge:**

**Operating Systems:** Windows: (DOS x, 95, 95B, 98, 98SE, ME, 2000, 2000-2008 Server, NT 3.0, NT 4.0 Workstation, XP Home, XP Pro, Vista x, 7 x. Macs: 8.5, 9.2, 10.0.4, 10.3.7, 10.4, Leopard x.

**Programming languages:** C, C++, BASIC, QBASIC, HTML x, SQL 2000, Flash x, VBscript, ASP and ASP.NET .NET2.

**Applications:** Microsoft Office (Word, Excel, Power Point, and Access) x, FrontPage x, Publisher x, Internet Explorer x, McAfee Antivirus x, Project x, Flash x, Ghost, IIS, FrontPage Extensions, PageMaker x, Photoshop x, Dreamweaver x, Norton Antivirus x, Outlook Express x, FireFox x, Acrobat Distiller x, Acrobat Reader x, Taxcut x, Microsoft Money x, Microsoft Visio x, Easy CD Creator x, Quicken x, pcAnywhere x, AbsoluteFTP, Quickbooks x, VNC, I-Tunes, All FTP programs, and thousands more. Complete understanding of all programs.

**Hardware:** Installation/replacement of all drives, motherboards, all PCI AGP cards, memory, cpus, scanners, PDAs, MP3 Devices, printers, hard wire networks, wireless network, server configuration, and cabling. Complete understanding of all hardware.

**Network:** TCP/IP, IPX, DHCP, VPN, PPP, and PPOP. Configuring of Microsoft based servers. Configuration of home and small business networks wired and wireless. Complete understanding of all networks.

*x = All Versions*

**Work History**

*6/1996-Present Owner, MCC-WEB, Boston, MA & Manchester, NH*

- ~ Managing 120 domain names
- ~ Managing 60 websites
- ~ Managing a customer base of 400 machines.
- ~ Managing 690 website members.
- ~ Programming helpdesk software
- ~ Creating websites
- ~ Securing websites, transactions, and PCs
- ~ Graphics designing
- ~ Repairing PC computers
- ~ Building new PC computers
- ~ Configuring home / business networks
- ~ Training in many applications
- ~ Advertising
- ~ Budgeting
- ~ Sales
- ~ Contractual work
- ~ And pretty much all the things you need to do to run a business ;)

*7/2000-10/2002 Manager, Support Services/Helpdesk, Boston University BUMC, Office of Information Technology, Boston, MA*

- ~ Hiring of new technicians
- ~ Managing five technicians
- ~ Managing five students and schedules
- ~ Managing a helpdesk
- ~ Managing multiple projects
- ~ Building and managing an online support helpdesk

*7/1998-7/2000 Desktop Support Specialist, Boston University BUMC, Office of Information Technology, Boston, MA*

- ~ Setup of computers, printers, servers, and workstations
- ~ Managing a training room
- ~ Managing student staff and schedules
- ~ Installation Microsoft products and many other software components
- ~ Help building an online support helpdesk

*9/1996-6/1998 Student Employee, Hesser College, Manchester, NH*

- ~ Maintained campus computer support center. Duties included personal technical assistance, application troubleshooting, software and hardware installation and upkeep.
- ~ Assist the director with daily operations including
- ~ Coordinating nationally recognized Peer Tutoring program

- ~ Hired of work study students to staff the center and to tutor other students
- ~ Hosted weekly meetings for tutors
- ~ Creating a database program with Microsoft Access, which matched up tutors with tutees more effectively and efficiently.

**Education:**

- ~ BA of Computer Science; Boston University, Boston, 2003
- ~ AS of Computer Programming; Hesser College, Manchester, 1998

**Awards:**

- ~ Outstanding Student Award for Computer Programming, 1997 Hesser College.
- ~ Member of Phi Theta Kappa, 1998 (International Honors Society).

**Certification:**

A+ Certification  
Dell Certified  
Acer Certified  
Visual Basic 6.0  
Active Server Pages  
SQL Fundamentals of Querying  
SQL Advanced Querying  
Flash 5-6-7  
HTML 4.01 Web Authoring  
Generator 2 Developer Edition AC  
FrontPage 2002  
FrontPage 2000  
FrontPage 98  
JavaScript Programming v1.3  
Microsoft Office 2000 to Office XP  
Windows XP Professional  
VBScript  
Acrobat 4.0  
Excel 2000  
Access 2000  
Microsoft Project 2000 A  
Outlook 2000

**References:**

Available upon request.