

PROFESSIONAL SUMMARY

INFORMATION TECHNOLOGY

"What I am most passionate about is efficiency, Team work, and raising the bar in overall achievements. I enjoy working on ways to improve operations, processes, metrics, and workflows. There is nothing I enjoy more than selling a good solution that will make a difference to a client's organization. Skills I have always relied on: - Analytical comprehension to analyze, Disect, interpret, and find critical and Reverse critical paths to seamless solutions within time constraints. - Communicating as clearly and as often as necessary - Being diplomatic and fair Seeking a position in Information Technology, to become a master in my field at a company with growth opportunities in Management of Information Technology, & Quality Control."

Goal: *Seeking a position in Information Technology, to become a master in my field at a company with growth opportunities in Management of Information Technology, & Quality Control Inspection.*

TECHNICAL EXPERIENCE

Strategic and Creative Thinker with Critical and analytical comprehension -

A Background in Start-Up / High-Tech / Multi-faceted skills sets.

Software/Databases: MS Access, Excel, Word, PP 2000/2003/2007, MS Exchange, Active Directory, Track(payroll), MySQL, Lotus Notes, MS Office, ESS Remedy, IIS, Apache Server, RUMBA, TOOLS, ISA, Big Brother, Backup exec, PGP, VNC,

Operating Systems: Windows 95/98/NT/2000/ XP PRO/(2003-2010 Enterprise server), Vista, Windows 7, Mac OS10x, Ubuntu, Mandrake.

Hardware: Desktops, Servers, Laptops, Modems, Network Cards, Mother Boards, Printers, Scanners, Routers, Cisco Routers, 924/905, ASA, PIX Firewalls, Hubs, Switches.

PROFESSIONAL EXPERIENCE

Computer Intelligence Agency – Seattle, WA - Houston, TX 07/08 - Present

IT Director

- Managed a 10 person team in customer service, Tech support, & day to day operations.
 - Installed, configured, repaired, and maintained all servers, PCs, PDAs, firmware, software.
 - Inspected / Tested hardware and software to function properly for day to day operations
- Run tests on network, computers, servers, software. Implemented performance tweaking to maximize efficiency and minimize server/workstations downtime.

- *Installed / Maintained MS Exchange, Active Directory, IIS, DNS, DHCP, WINS, ISA, and Apache servers.*
 - Re-imaging of machines, Hardware/software upgrades, Backup /Retrieval of data. (Disaster Recovery)
 - Advised and delegated actions to ensure the standards are met.
 - Trained employees for Operations of equipment and Software for Customer service support.
 - Created and Managed Multimedia streaming servers for MBR, supporting multiple platform cross compatibility.
 - Logged all test results daily and performed regular maintenance on all equipment used for operations.
 - Created/Implemented web based Network monitoring tools and Server application remote control modules.
 - Created Data Base with Mysql server & PHP scripting for integration for user content management.
 - Managed and configured IIS SERVER / APACHE SERVER. with server side scripting. asp.net, WINS SERVER.
- Configured LAN, WAN, Wi-fi networks. On-site troubleshooting and remote desktop support.

Chevron - Los Angeles, CA - Jun 08 - Jul 08 (contract)

Time Keeper / IT

- *Managed Payroll Dept. & misc. 800+ employees.*
- *Managed / Maintained Network Printer Config, Networking of Pc's. Database content retrieval and Reports for Management & billing team.*

Veolia - LYONDELL REFINERY - Pasadena, TX - Jun 06 - May 08

IT Project Coordinator

- *Database & Queries for MS Access. Trouble shoot, backup data, run reports.*
- *Implemented/Managed Network (star topology). Network Printers, Database and File/Print server.*
- *Trouble shoot, backup data, run reports.*
- *Provided / Managed Technical support for Houston/Baton Rouge.*
- *Managed operations for billing, scheduling, and cost.*

Computer Intelligence Agency - Houston, TX - Dec 03 - May 06

IT Director

- *Provided Technical support for all internal Computer, Server, and Network systems.*
- *Provided Technical support for Offsite clients and responsible for troubleshooting servers, PCs, PDAs, Networks,*
- *Deployed servers for Microsoft OS and Linux Environment. Implemented Security Policies and Antivirus prevention.*
- *Installed / Maintained MS Exchange, Active Directory, IIS, DNS, DHCP, WINS, ISA, and Apache servers.*
- *Re-imaging of machines, Hardware/software upgrades, Backup /Retrieval of data. (Disaster Recovery)*

Answer Secretary Inc. - Houston, TX -Jul 02 - Dec 03

Operations Manager / Tech Support

- *Managed customer service department in call center*
- *Managed Answering service in customer service, New Sales, Billing/Collections, and Technical Support.*
- *Consultant for Implementing new business services for new/existing clients.*

AOL / Timer Warner - Houston, TX - 99 - Jul 02

Tier 1- 3 Tech Support / Customer Service Rep

- *Managed Corporate and residential accounts as a Technical service rep in call center.*
- *Provided Technical Support for Corporate accounts in management of DNS Servers, Web servers, Cisco Routers in LAN WAN networks (Star Topology).*

CONTRACT JOBS:

Socotherm Labarge: 2009 - 713-378-7223 : Print Ad / Flash Banner Ad.(web marketing)

Penn Well Corporation - Magazine and web print ads. OffShore Middle East eNewsletter

Subsea Engineering Solutions, Inc. - web print Marketing ads - 281-966-7711

Interviewed / Hired for Small contract Jobs By:

- *Microsoft Corporation (Support Engineer II -Contract) / Fluor Daniels (P2S – Trained as Standby)*
- *IBM (Contract) / Merrill Lynch (Contract)*

EDUCATION

HS DIPLOMA, Galveston, TX - 1997

Houston Community College -2003 : Certification: Electrical