
Skills and Personal Strengths

- Network and Computer Systems Administration
- Computer Systems Analyst
- Data Specialist
- Technical Writer
- Webmaster
- Operating Systems/ Hardware
 - Microsoft Windows : 8 Pro, 7/Vista/XP/ NT - 2003 Server/ 2003 – 2007 Active Directory/ Exchange
 - Mac OS
 - Linux - Ubuntu
- Programming-508 Certified
 - HTML5/ XML/ CSS
 - JavaScript
 - VBA
- Microsoft Office/ Adobe Creative Suites
- Motivated self-starter
- Strong troubleshooting skills
- Effective team player
- Ability to work independently
- NCRC Certified - Silver
- CPR/ Basic First Aid Certified

Relevant Experience

Self Employed

Independent I.T. Contractor(C2C/ B2B/ B2C/ B2G)

Portland/ Beaverton/ Oregon City, Oregon/ Vancouver/ Olympia/Tri-Cities, Washington

Present - 2001

Industries: Manufacturing(Timber), Health Care, Telecommunications, Government, Educational , Retail/ Services

Completed Contracts Providers: Boly | Welch/ Rose City Personnel/ Technisource/ Experis/ Galt Foundation/ Lab Force Staffing Service

Business Analysis/ Project Management/ Webmaster & IT Administration/ Programming/ End User Support

- Tier 1 to 3 user support (RDC/VNC/On-On-One) of computer/network hardware and software and help documentation using Adobe & Microsoft products.
- Project Management: develop, deploy and maintains TCP/IP, wireless, Bluetooth - computer and peripheral networks.
- Created User Guides/ Manuals, CRM, Asset management and software writing to various audiences including developers.
- Webmaster, Online help, guides, programming and maintenance of web sites.
- Analysis and propose business and product development documents and writings.
- Report/ Technical Writer – Data Analysis – Process Developer.

The Collins Companies

Portland, Oregon

2014

IT Support

- Tier 1 to 3 user support of computer/network hardware and software; Create, assist& analyzing Wiki/ (KB) Knowledge base content and assets to perform within tolerances for project requirements.
- Remote Desktop Connection (RDC)/ Virtual Network Connection(VNC) into automated facilities for software maintenances/ upgrades/ installations and support for training.
- Customer service performed via first person contact, phone and email; Following employer regulations and guidelines for remote system servicing'.

Cedar Sinai Park and Sinai Family Services , Cornell / Mt Scott Surgery Center(s) & Oregon Health Sciences University, Providence Health Systems

Portland/ Beaverton, Oregon

2014 - 2010 & 2005 - 2004

IT Administration / PC Technician & Image Library Technician/ Help Desk Analyst

- Tier 1 to 3 user support of computer/network hardware and software; Assisting & analyzing the backup/recover assets perform within tolerances.
- Develop, deploy and maintains TCP/IP, wireless, Bluetooth - computer and peripheral networks; Asset management and software writing to various audiences including developers.
- Active Directory, Exchange support and maintenance.; Created User Guides/ Manuals, EMR/CRM materials and support for training.
- Customer service performed via first person contact, phone and email.

Pacific Star Communications

Portland, Oregon

2008 - 2006

IT Support Analyst/ Systems Administrator/Process Development

- Web site administration, design and presentation evaluations and relevant documents; 508 Certified / WC3 Aware.
- Developed, instructed, implemented & maintained CMS policies documents for web site content work flow.
- Administration and security monitoring of Windows Server 2003 /'DEV' and HOST servers.
- Web site coder and master page editor. (XHTML, XML, CSS, ASP.NET, JavaScript, C, C#).
- Email Administration: Firewall & Exchange Server 2003 maintenance, email analysis.
- Desktop/Laptop hardware & software installation, configuration and tier 1 -3 user support & documentation.

Relevant Experience (Continued)

State of Oregon – Department of Human Services (DHS)
Salem, Portland, Oregon

2006 - 2005

MS Technician/Software Analyst/Technical Writer/Help Desk Operator

- Recommend procedural improvements and upgrade solutions through industry knowledge.
- Windows 7, DELL and HP project upgrade and configuration specialist.
- User Interfaces in MS Access using VBA, Visual Basic .NET for department use, for conversion to data stores.
- Software release testing for database/ software deployment and created user / tester documentation.

Clackamas Community College

Oregon City, Oregon

2004 - 2002

Application Help Desk [Lead Operator]/ Computer Lab Monitor/ Computer Lab Tutor

Other Employers

Oregon Beekeepers Association/ Terra Nova Nurseries/ Fred Meyer(Kroger)

Astoria/ Canby/ Vancouver, Washington/ Portland, Oregon

2003 - 1998

Web Developer, Designer, Programmer/ Inventory Control Specialist, Assistant Network Administrator / Security Guard, Alarms Control Specialist

Education & Certifications

- **National Career Readiness Certificate (NCRC):**
 - Qualified Level: Silver
- **St. Charles Medical Center:**
 - CPR Certified: Renewal Date: 08/17/2015
 - Basic First Aid: Renewal Date: 08/17/2015
- **Clackamas Community College:**
 - Associates Degree/Certified - Computer Application Specialist
 - President Computer Club
 - National Honor Society
 - Phi Theta Kappa
- **Clark College:**
 - Computer Programming
 - Business Management Training
- **Section 508 Universe – GSA Certificate(s) Completed:**
 - Designing Accessible Web Sites
 - Buying Accessible E- IT & Telecommunications Products
 - Micro-Purchases
 - Section 508
- **New Horizon Learning Center - Training Certificates:**
 - Microsoft Word
 - Microsoft Excel
 - Microsoft Access
- **Evergreen High School:**
 - High School Diploma
 - Computer Programming
 - Mechanical Design