

J.P ANYBODY

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IT MANAGEMENT & SUPPORT

Dedicated and motivated professional with a strong background in Network and Systems Administration. Years of successful experience consulting on multifaceted IT projects and fostering positive relations with a wide range of business partners. Consistently recognized for outstanding contributions to the bottom line. Solid reputation for resolving complex issues. Commended for perseverance, efficiency, and project management skills.

AREAS OF EXPERTISE

- Systems Engineering
- Installation & Configuration
- Project Coordination
- Technical Support
- Data Entry & Reporting
- Strategic Operations
- Infrastructure Maintenance
- Training & Instruction
- Process Improvement

RECENT EXPERIENCE

ANYNETWORK – San Francisco, CA

2007-Present

Consultant/Senior Account Manager

Provide IT services and on-call support for a variety of small businesses, venture capital firms, and pharmaceutical companies. Manage phone networks and coordinate installation and testing of backup systems. Provide leadership for helpdesk operators and outside contractors to ensure timely resolution of open tickets or projects.

- Rolled out 2008 active directory, exchange 2010, and BES 5 for three bay area companies
- Installed Hyper-V for several different virtual servers, BES, Messageone, and legacy applications
- Integrated Mac OSX server with AD domain and installed a 36 TB iscsi Dell SAN for data storage
- Worked with a team of consultants to migrate three clients to Exchange 2007
- Installed first MS virtual servers at Kaiser for MOSS and TrackIT!
- Managed a 90% virtualized environment with vSphere 4.1
- Maintained a Netapp filer for an Exchange database

DESAUTELS' CONSULTING – San Francisco, CA

1997-Present

Owner/Network & Computer Consultant

Offer comprehensive systems support for several schools and businesses in the community, including installation, troubleshooting, diagnostics, as well as both onsite and telephone support. Responsible for network/server administration, automated backups, virus protection, cabling, and infrastructure design.

- Served contracts with the Town of Randolph (VT) and Woodstock and Rochester School Districts
- Led staff in researching and designing a new network including all hardware and software
- Managed all IT needs including setup, maintenance, networking, and budgeting
- Maintained two Novell 3.11 servers and 50 workstations running Arcnet and sharing Windows 3.1
- Coordinated project logistics such as estimating, billing, purchasing, and proposals
- Built and installed servers and while working collaboratively with other administrators
- Hired, trained, and mentored technical teams on an ad hoc basis

ADDITIONAL EXPERIENCE

ALL COVERED – San Francisco, CA	<i>Consultant</i>	2006-2007
HQ GLOBAL/REGUS GROUP – San Francisco, CA	<i>IT Manager - West</i>	2005-2006
SF AIDS FOUNDATION – San Francisco, CA	<i>IT Project Consultant</i>	2004-2005
FLETCHER ALLEN HEALTH CARE – Burlington, VT	<i>Network Consultant/Technician</i>	1998-1999
RANDOLPH VOCATIONAL CENTER – Randolph, VT	<i>Assistant Systems Operator</i>	1996-1998

EDUCATION

COMPUTER TECHNOLOGY CERTIFICATE - RANDOLPH VOCATIONAL CENTER, RANDOLPH, VT (1997)
PANASONIC 576HD COURSE (2003), COURIER IFM COURSE (2003), INTRO TO CISCO ROUTER CONFIGURATION (1999)
REDIKER'S ADMINISTRATOR'S PLUS ADMINISTRATION (2001), ZYDACRON VIDEO CONFERENCING COURSE (1999)

TECHNICAL PROFICIENCIES

Desktop O/S: DOS, Mac OSX, Windows 95/98/NT/2000/XP/Win7
Network O/S: VMS, Novell 3.12-4.11, Windows NT 3.51-2008R2
Server & Utilities: Exchange 5-2010, BES 4-5, SQL, Norton/McAfee/Trend
Telecom Protocols: ISDN, T1, PRI, DID, Centrex
Network Protocols: IPX/SPX, TCP/IP, NetBIOS