

## EXPERIENCE

2003 to 2008

**Sagem Morpho**  
Tacoma, WA

**Customer Service Engineer I**

- Established and maintained a new customer site (New Mexico Department of Public Safety).
- Coordinated/installed 57 fingerprint sites throughout New Mexico to include communications to central site.
- Provided lead technical support for the Maryland Automated Fingerprint Identification System (AFIS) and sole support for the New Mexico AFIS.
- Provided training for the proprietary software to capture the best fingerprints possible.
- Provided Helpdesk Level I/II support to all system functions including monitoring system uptime 24/7, status of record processing and any necessary corrective action required.
- Maintained and performed troubleshooting of remote sites using Remote Desktop Protocol (RDP) and Virtual Network Computing (VNC) as well as site visits.
- Maintained and repaired Lexmark printers at all local/remote sites.
- Tested and automated deploying of software updates as needed with minimal downtime.

1999 to 2002

**Constellation Power Source**  
Baltimore, MD

**Network Engineer I/Help Desk Support III**

- Same as below. Company expanded to over 2000 people and 6 sites.
- Provided sole support for many projects such as MCI's MCIFax, deploying and placement of all printers and acquiring/deploying of all workstations.
- Created, finalized and maintained baseline images of all computer equipment.
- Provided TeleComm support by extending circuits, punching lines and placing phones (analog, digital and turet).
- Sole support in establishing and maintaining home WAN connections via ISDN and VPN (cable and DSL) utilizing SafeNet and Cisco 700/800 series equipment.
- Sole support for PictureTel 4000 Video Conference System to include monitoring ISDN lines and equipment for operability, training on usage, movement to different locations, scheduling and establishing/maintaining connection for corporate executives during meetings.
- Provided training to all Level I/II Helpdesk personnel.

Dec. 1997 – Oct. 1999

**TekSystems**

**Consultant**

Worked as a consultant in various locations serving in many capacities.

**Constellation Power Source**  
Baltimore, MD

**Help Desk Level I/II**

- Provided 24 hour Level I, II and III support for a Trading floor of 250 people with 10 minute fix or replace policy.
- Maintained and managed market feeds (Bloomberg, Bridge/Reuters, Data Transmission Network).

**Caliber Learning Systems**  
Baltimore, MD

**Network Engineer**

- Provided LAN support for four (4) main broadcast studios.
- Maintained WAN from remote studios back to main studio.
- Prepared and maintained video conference equipment for use during broadcast.
- Established video conference connections between the studio and up to 3 of the 60 remote classrooms at any given time utilizing PictureTel Venue 2000's for use during broadcast.
- Served as backup cameraman/studio helper.

**US Army Center for Health Promotion and Preventive Medicine**  
Aberdeen, MD

**Help Desk Level II**

- Provided technical support to clients involving proprietary software.
- Provided sole support of department of 115 in addition to Level I and Level II support for base wide activities.
- Tested and procured all computer equipment for department.
- Established a central repository of CD based data for the department.

## EXPERIENCE CONTINUED

Mar. 1997 To Nov. 1997

### **Software Engineer**

#### **Berkshire Associates Inc.**

Columbia, MD

- Designed data structures, forms and reports.
- Performed troubleshooting in PC repair and LAN support.
- Provided technical support to clients involving proprietary software.
- Converted and implemented several projects created in 16-bit environments to a 32-bit environment utilizing Visual FoxPro 5.0.
- Designed and developed a self running / interactive demo for distribution via disk and online web viewing utilizing DemoShield.

Jun. 1990 to Mar. 1997

### **Computer Programmer/Small System Specialist**

#### **U.S. Marine Corps**

Worked in various office environments that promoted diversity.

#### ***Marine Corps Computer & Telecommunications***

##### ***Activity***

Quantico, VA

### **Lead Application Programmer**

- Provided complete support for custom programs designed with simplicity for the user including initial review, designing data structures, forms and reports, installing/implementing systems, and customer training.
- Performed troubleshooting in PC repair and LAN support.
- Provided total support and control for the annual running of the Marine Corps Marathon. This included redesigning programs and scaling operations from mainframe to PC, establishing and administering a LAN at the Iwo Jima Memorial and maintaining the official web site to include finalized postings of official results.

#### ***Marine Corps Recruit Depot***

San Diego, CA

### **Applications Programmer**

- Provided customized programs and total support.
- Provided Help Desk Level I/II support for entire Depot.
- Establishing method of downloading datasets from mainframe for use in custom applications.
- Teaching basic DOS and LAN usage classes to employees.

## OPERATING SYSTEMS / ENVIRONMENT

AIX 5L 5.3  
Linux 8.0

Windows XP, 2000, NT, 98, 95, 3.11  
Windows Server NT 4.0, 2000, 2003

## LANGUAGES

FoxPro 2.5, 2.6, 3.0 for Windows

Visual Basic 4.0, Visual FoxPro 5.0, 3.0

## EDUCATION

Web Design Correspondence Course, Thomson Education Direct, 2003  
Dell Certified Technician, 2002  
Introduction to TCP/IP (Learning Tree), Boston, MA 2001  
Non-Commissioned Officer Leadership School, U.S. Marine Corps, Quantico, VA 1996  
Ada Programming, U.S. Marine Corps, Quantico, VA 1994  
Small Systems Specialist, U.S. Marine Corps, Quantico, VA 1993  
COBOL Programming, U.S. Marine Corps, Quantico, VA 1990

# REFERENCES

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