

OBJECTIVE: Position providing technical network support and user training

PROFESSIONAL SKILLS

COMPUTER

- Provided technical support to staff on PC & Macintosh computers
- Developed & provided training on Macintosh System & Microsoft Office
- Tested & wrote reviews of Netware supported software
- Installed software, configured hardware, and setup user accounts & security equivalencies
- Developed database for mailing lists using Access
- Collaborated in writing program documentation

MANAGEMENT & COMMUNICATION

- Provided consultation and supervision to professional staff
- Managed community, mediating conflicts between managers and clients
- Negotiated and monitored agreements, and arranged for community services
- Designed and wrote curriculum for a staff computer upgrade training programs

PROJECT DEVELOPMENT

- Designed and taught instructional programs for youth summer programs
- Developed materials and facilitated youth support group meeting
- Arranged and implemented company wide employee benefit program

TECHNICAL KNOWLEDGE

NETWORK

Novell 4.11/5.1
Apple Talk
Ethernet 10/100 Base-T
TCTP/IP

OPERATING SYSTEMS

UNIX
System 8
OS/JCL
Windows 9x, NT 4.0

SYSTEM DESIGN

Data Flow Diagrams
Relational Data Model
Semantic Object Model
Excelerator

SOFTWARE

Microsoft Office Suite
WordPerfect
Claris Works
Internet Utilities
FileMaker

LANGUAGE

Visual Basic
VB Script
SQL
HTML

HARDWARE

PC - Pentium, PII, PIII
Macintosh
CD ROM Jukebox

PROFESSIONAL EXPERIENCE

Software Tester - Hot Run Incorporated, Blue Lake, Oregon	2001
Systems Assistant - City of Portland, Water Bureau, Portland, Oregon	2000
Curriculum Developer - Volunteers of the Community, Portland, Oregon	1999
Counseling Assistant - Lane County Juvenile Department, Eugene, Oregon	1998
Case Manager/Counselor - Tri-House Consortium, Springfield, Oregon	1995-97
Treatment Intern - Chance Youth Center, Blue River, Oregon	1992-95

EDUCATION

A.A., Computer Information Systems - Portland Community College, Portland, Oregon	2002
B.A., Psychology - University of Oregon, Eugene, Oregon	1995