

Aerotech **Southfield, MI** **1998 - 1998**

Network Technician

- Aided in the design and implementation of a help desk system for Toledo Hospital.
- Maintained the hardware and software solutions for users of the Toledo Hospital Network.

Software Development Center – Lee **Fort Lee, VA** **1996 – 1998**

Hardware / Network Technician

- Led company-wide rollout from Windows 95 and Windows 3.11 to Windows NT 4.0.
- Trained new recruits in troubleshooting and repair, enhancing productivity.
- Aided in the inclusion of 10 buildings to the WAN.
- Provided network support to 1,500 users in 13 buildings throughout the WAN.
- Led 'Quick Response Team' to provide support for mission critical applications 24 hours per day, 7 days per week.
- Supervised the activities of a 7 person team responsible for supporting the WAN and its users.

Yongsan Support Facilities **Yongsan, Republic of Korea** **1994 – 1996**

Hardware / Network Specialist

- Aided in expanding a 15 node LAN to a 13,000 node WAN.
- Purchased, installed, configured, and maintained PCs for end users.
- Trained new recruits in networking and troubleshooting.
- Maintained a Sperry mail sub-host for Yongsan Garrison
- Acted as liaison with the DISA to prevent communications faults from disabling any segment of the WAN beyond a 2 hour threshold.
- Aided COMSEC team in ensuring private communications and network components met C2 security guidelines.

Education

University of Michigan – Dearborn **Dearborn, MI** **2011 – Present**

Master of Science – Computer and Information Systems

- Expected Completion: Summer 2012

University of Michigan – Dearborn **Dearborn, MI** **2008 – 2010**

Bachelor of Science – Software Engineering

- Graduate with Distinction
- GPA: 3.5

Henry Ford Community College **Dearborn, MI** **2006 - 2008**

Associates in Arts – Computer Information Systems Focus

- GPA: 3.9 Major GPA: 4.0

Advanced Individual Training **Fort Gordon, GA** **1994**

Software Analyst Advance Training (U.S. Army)

Patents & Awards

US Patent Application Number 10/170, 305

Covers a software technique for obtaining and performing statistical analysis on event data.

Excellence in Marketing **BBDO – Troy, MI** **2003**

Developed an event-based marketing program for the DaimlerChrysler “Ride, Drive, Love” event.

Skills

C, C++, Java, Javascript, Visual Basic 6.0/.Net, PHP, Perl, SQL, Linux, HTML/CSS, Typing (90+ WPM), Windows OSes, Microsoft Office Suite, Express Scribe, classroom instruction, Photoshop, TCP/IP, networking infrastructure, Audacity, project management, technical writing, Oracle, management, interpersonal communication, software development, web design, Enterprise Architect, Visio, MS Project, Motorola 68000 assembler