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<http://www.harddrivedoctor.us/>

OBJECTIVE: Technical Support

Onsite or remote IT Support and Maintenance of Computer Workstations, ensuring uptime and productivity in a cost efficient manner.

EDUCATION

Data Processing, 1978 -1979, Charlotte, North Carolina

OJT ISP Technical Support, 03/2002 - 08/2004, Hardwick, Vermont

Self Taught Hardware / software OS compatibility workarounds, 01/2001 – 06/2007

EXPERIENCE

Technical Support, Vermont Community Network, Inc., Hardwick, Vermont March 2002 – August 2004

- Troubleshooting hardware, software, and network related problems for customers
- Researched the latest Virus threats, their damage levels and removal instructions
- Advised courses of action to the VTLINK CEO and Network Administrator to counter new threats
- Upgraded Company Workstations from Windows 2000 Pro to Windows XP Pro
- Troubleshooting the latest Spyware threats, including recognition and removal of them
- Worked on implementing a Wireless Internet Solution, and erected wireless tower

Self Employed 2004 - Current

- Fielded Technical computer questions from customers on the phone for over 6 years
- Implementing and updating security solutions for many customers at their request
- Remotely accessing customers computers for maintenance for over 4 years
- Specializing in hard drive recovery for businesses

SKILLS

- Networking and negotiating with vendors to present the best prices for customers needs
- Backup and Restore Data for a wide variety of Operating systems
- Proficient in Data Recovery for clients
- Software application analysis and improvement customized to the customers needs

COMPUTER SKILLS

Microsoft Window:

- WIN3.1, 3.11, 95.0, 95A, 95B, 95C, 98, 98SE, ME, NT 3.0, NT 3.5, NT 4.0, Win2000, Windows XP Home , Windows XP PRO , Windows VISTA

Linux:

- Redhat 7.1 , 7.3 , 8X , 9X , Fedora Core 1 though 6.
- Suse 6X , 7X , 8X , 9X etc., Mandrake, Damned Small Linux, Memphis, Overclockix.
- Knoppix 3.2 , 3.3 , 3.4 , 3.6 , 3.7 , 4.0 , 5.0 , 5.1 , 5.1.1

Working Knowledge of:

- Open Office 1.0 , 1.1 , 1.1.3 , 1.1.4 , 2.0.3 , 2.1 , 2.2
- Data Recovery and Data Backup, Polymorphic Virus/Malware / Spyware Detection and Removal, Firewall application testing, Software application analysis and improvement , Automated Windows to Linux desktop migration planning and implementation.