

Key Skills

Computer

Support and Maintenance

- **Linux** (Redhat, Mandrake and Gentoo)
- **Macintosh** (OS 7.x, 8.x, 9.x and OS X)
- **UNIX** (SunOS, Solaris, AIX)
- **Windows** (3.1, 95, 98, ME, NT, 2000 and XP)

Computer

Training

- Students of various skill levels
- Students whose first language is not English

Database

Installation and Configuration

- **Oracle**
- **MySQL**

Image

Design and Editing

- Adobe **Photoshop**
- Adobe **Illustrator**

Network

Installation and Configuration

- **Cisco** routers and switches
- **TCP/IP**, **IPX/SPX** and **Appletalk** protocols

Server

Installation and Configuration

- **File Serving** (FTP, NFS and SMB) services
- **Mail** (IMAP, POP and SMTP) services
- **Network** (DHCP, DNS and SSH) services
- **Web/HTTP** (Apache and IIS) services

Website Development

- **CSS**, **DHTML**, **HTML**, **XHTML** and **XML**
- **Dreamweaver** and **FrontPage**
- **CGI** (Perl and TCL) and **PHP**
- **Flash**
- **Javascript**

Work Experience

Network and Database Specialist

Institute of Foreign Affairs, Ministry of Foreign Affairs
Vientiane, Lao PDR

Sep. 2004 – Mar. 2005

- Computer support and training for Lao government, 6-month CUSO placement
- Supported 50 computers using Windows (98, ME, 2000 and XP)
- Computer training to diplomats and government officials (131 students)
- First time users to fairly experienced
- Classes in English to students with varying levels of English
- Provided staff training

Technical Support Representative

Eastlink High Speed Internet, Halifax, NS

Mar. 2001 – May 2004

- Telephone and on-site technical support to 75,000+ users
- TCP/IP networking and Internet problems, cable connections
- Windows (95, 98, ME, 2000 and XP) and Macintosh (OS 9 and OS X)
- Network monitoring and system maintenance
- Abuse administrator, investigated complaints against users
- Participated in numerous quality action teams
- Team leader for presentation and website for OHS committee.

Work Experience (continued)

Freelance Consultant

Self-employed, Halifax, NS

May 1998 – Sep. 2003

- Freelance network and web consultant
- Computer troubleshooting
- Clients included Catnap Design, Logic11 Web Design, Mind's Eye Multimedia, Puter-Tech computer services and Soletone Records.

Helpdesk Support Clerk

Aliant (formerly MT&T), Halifax, NS

May 1998 - Oct. 1999

- Telephone technical and billing support to 50,000+ users
- TCP/IP networking and Internet problems, Dialup and DSL connections
- Windows (3.1, 95 and 98) and Macintosh (OS 7.x, 8.x and 9.x)
- Acted as Tier 2 support when required
- Wrote additional support documentation

Software Tester and Documentation Writer

Chebucto Community Net, Halifax, NS

Jun. 1996 - Jan. 1998

- Tester and documenter of Chebucto Suite software
- Created new office functions using shell scripts
- Managed a documentation team of summer students
- Presented, and assisted in organising, Chebucto Suite workshop at TC 1997 conference

Education

Certificate in Computer Graphics

NSCAD University, Halifax, NS

2004

Certificate in Photography

NSCAD University, Halifax, NS

2004

Bachelor of Arts in Russian Studies

Dalhousie University, Halifax, NS

1999

Certificate of Study

Saint Petersburg State University, Saint Petersburg, Russia

1998

Professional Development

Cisco Certified Network Associate

1999, 2002

Arsdigita Boot Camp

Arsdigita, Cambridge, MA

2000

References

- Provided upon request