

NAME

Contact info

OBJECTIVE

A position in engineering support using my skills and experience in hardware, software, mathematics, analysis, technical assistance, and communications.

SKILLS SUMMARY

- ♦ **Hardware/Electronics** – Experience encompasses a broad range of hardware and peripherals, including PCs, servers, routers, printers, disk arrays, UPS devices, signal processors, and sonar systems. Excellent foundation in electronics theory. Thorough knowledge of computer system setup, installation, testing, and troubleshooting. Extensive experience installing, testing, maintaining, and troubleshooting peripherals. Military system experience includes assembly, testing, integration, troubleshooting, and field support of sonar and signal processing systems.
- ♦ **Software/OS** – Software experience includes Oracle PL/SQL, Windows NT & NT Server, Microsoft Office, WordPerfect, Lotus, dBase, BASIC, PASCAL, FORTRAN, Assembly, and Netscape. Evaluated hundreds of educational and other software products as a consultant and technical support representative. Ability to quickly comprehend new programs and languages with minimal learning curve.
- ♦ **Mathematics, Logic, & Analysis** – Extremely analytical – able to examine a process or system and develop efficiency improvements based on logic. Knowledge base includes coursework in symbolic and digital logic, analytical geometry, high-level calculus, logarithms, algebra and Boolean algebra.
- ♦ **Technical Support** – High level of customer service and technical support for a software distribution company. Step-by-step instruction and troubleshooting as customers called with technical difficulties.
- ♦ **Communications & research** – Excellent communications skills. Provided one-on-one and group training on software systems and packages. Networked and lobbied as volunteer advocate for children with disabilities, requiring extensive oral and written persuasive communication as well as widespread research on legal and educational issues.

EXPERIENCE

Volunteer	<i>Advocate for children with disabilities</i>	Manassas, VA 1999-2000
The Orkand Corporation	<i>PC Testing Specialist</i>	Falls Church, VA 1998
WENAMAR Software Distributing	<i>Software Consultant & Technical Support</i>	Manassas, VA 1991-1997
Merchants	<i>Computer Support</i>	Manassas, VA 1994-1995
IBM	<i>Electronic Technician</i>	Manassas, VA 1981-1986

EDUCATION

A+ Microcomputer Support & Services	<i>Computer Hardware Technician Program</i>	Vienna, VA 2000
Computer Institute	<i>Oracle Developer Specialist Program</i>	Alexandria, VA 1998
George Mason University	<i>Electrical Engineering/Computer Science; 26 credit hours completed toward BS</i>	Fairfax, VA 1984-1985
Penn Technical Institute	<i>AA, Electronics</i>	Pittsburgh, PA 1980-1981