

Object: To obtain a position where I can utilize my acquired technical, troubleshooting, and organizational skills.

Education: Allied Training School, Milwaukee, Wisconsin
MCSE Training – January, 2000
Received Certificates of Achievement:
NT Server, Workstation, Enterprise, Exchange Server 5.5 and TCP/IP

University of Wisconsin - Milwaukee
Bachelor in Business Administration
Management Information Systems - May, 1988

Milwaukee Area Technical College
Associate in Applied Science
Electrical Technology - Computer Science - May, 1985

Experience: *Network Specialist*
Computer Service & Training ~ Milwaukee, WI ~ 7/2001 – Present

- Perform network installations (Business and Personal).
- Setup of internet gateways, i.e. DSL, Cable.
- Installation and setup of software packages
- Train computer user, i.e. Mac OS X, Windows, etc.

Cable Data Installation Technician
Prince Telecom ~ Milwaukee, WI ~ 12/2000 – 6/2001

- Installation of network interface cards and related drivers of all types including ISA, PCI, PCMCIA, USB, cable modem, and the new CNR (communications network riser) cards on all operating systems including all versions of Macintosh OS, Windows 95, 98, ME & NT based operating systems such as Windows NT 4.0, 2000, and XP. This includes PC hardware & operating system troubleshooting, Internet browser installation, TCP/IP stack configuration, and Internet browser plug-in installation.
- RF line placement from aerial taps, MDU boxes, and underground taps through to target equipment such as Digital Cable Converters and Cable Modems. This incorporates careful planning & Digital Frequency Meter Reading from the origin to the outlet, including complex routing of the line and custom wall fishes while replacing outdated lines and staying in accordance with NEC standards.
- Collate with customers on personal inclinations & provide content customer service education and presentations.
- Perform proper time management to stay in the designated time frames. This includes proud teamwork with other techs in the field and consistent communication with my supervisor and dispatch coordinator.
- Carryout trouble calls related to cabling, computer, and customer service issues and escalate them to resolution in a professional and diplomatic manner.

Store Manager
Polina's, Inc. ~ Milwaukee, WI ~ 1988 – 1999

- Administered store and supervised employees. This included maintaining a professional appearance while overseeing co-workers and attending to employee scheduling.
- Ordered merchandise for entire store on a weekly basis and maintained a weekly inventory database. This included frequent transactions with multiple distributors on a continuous basis to ensure company growth.
- Served as systems administrator for the POS Computers in the company. This included updating, troubleshooting, and repairing when necessary.

Computer Graphics System Technician (Contract Position)
Wisconsin Electric Power Company ~ Milwaukee, WI ~ 1990 – 1991

- Provided tech support for Local Area Network users with both hardware and software issues and worked with them to resolve these problems.
- Setup of Computer Drafting Stations for in house Architects.
- Developed a PC-Database maintenance system in Paradox and documented the conversion process from SmartWare database into Paradox.
- Developed a WordPerfect ID maintenance program in Paradox.

I possess Strong organizational skills. Detail and neatness oriented. Effectively handles multiple tasks simultaneously. Demonstrated ability to acquire and apply knowledge rapidly. Independent; works with minimal supervision and contributes to a team. Strong believer in hard work and going the extra mile to rise above the crowd. Speak Fluent Russian. I've lived in the build for 18 years and want WT100 to be the best