

Technical Expertise

Applications

Adaptec Easy CD Creator
Adaptec Direct CD
Carbon Copy
Cc Mail
Clarify
HP Colorado Backup
MS Active Sync
MS Office Professional
MS Outlook 98 and 2000
MS Internet Explorer
NetAccess Internet
Netscape
Norton Ghost
Partition Magic
PC Anywhere
Rainbow
Reflection 1
Reflection X
Remedy-ARS
Symantec Norton Antivirus
Visio
Windows CE

Operating Systems

Microsoft Windows 2000
Microsoft Windows NT 4.0
Workstation and Server
Microsoft Windows ME
Microsoft Windows 95, 98
Cisco Router/Switch IOS
MS-DOS
Unix

Hardware

Intel-based Desktops and
Mobile Computers
CD Writer
HP Colorado Tape Backup
Cisco 2500 Series Router
Hewlett Packard Pro Curve
Switches

Protocols & Services

TCP/IP
DHCP
DNS
NetBEUI
Remote Access Service
WINS

Networking

Ethernet
Token Ring
Microsoft Networking

Ted Meyers

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Network Architecture Specialist Cisco Certified Network Associate

Results-driven, self-motivated professional with solid experience supporting hundreds of users in multiple departments in the corporate environment. Recognized for outstanding support and services, process development, and project management. Able to manage multiple projects simultaneously and to move quickly among projects. Capable of leading or collaborating. Areas of expertise include:

- Network architectures and networking components
- Software and operating system deployment in corporate environments
- PC hardware installation/repair and disk imaging
- Troubleshoot complex operating system problems
- Call tracking, case management, solution integration
- Scientific research, data analysis, and technical report writing

Accomplishments

- Reduced help desk calls by developing end-user training and knowledge database.
- Led migration for 3000+ client/server email accounts from HP Open Mail to MS Exchange.
- Developed data collection protocol for BLM Natural Resource Inventory.
- Mentored teammates on technical materials and procedures.
- Built relationships to quickly resolve business critical issues.

Certifications

Technical Certification for MS Network Support Program, 9/99
CCNA – Cisco Certified Network Associate, 8/99

Work History

Technical Support Engineer, ABC Technologies (Volt Services), 4/00 – present
E-mail Migration Specialist, ABC Technologies (Volt Services), 11/99 – 4/00
PC Technician, RBM (The Kemtah Group) 5/99 – 11/99
Customer Support Specialist, Center Partners, 9/98 – 5/99
Recycle Technician, RBM (Waste-Not Recycling) 2/98 – 9/98
Soil Scientist, Bureau of Land Management, 5/97 – 10/97

Education

Pacific Institute Workshop – Goal Setting, Achievement, Motivation, 1/98
B.S., Soil Science: Environmental Mgt – CA Polytechnic State University, 12/97
A.A., Mathematics, Mira Costa College, 7/94

Awards and Honors

ABC Shining Star Award for Outstanding Customer Service, October '01
Outstanding Services to Technical Services Division, January '00
High Quality Customer Service Award, RBM Technical Support March & April '99