

Ted Meyers

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Objective

Provide solutions for process development, integration and refinement within Information Technology. To be an active team player for an innovative and ambitious organization that supports career development in a networking and computing environment.

Capabilities

- Identify and describe common network architectures including Ethernet and Token Ring
- Troubleshoot networking components including TCP/IP, DHCP, DNS, WINS, and Remote Access Service.
- Setup and configure Cisco routers and Cisco switches.
- Install, configure, and maintain client/network operating systems in corporate environment.
- PC hardware installations and disk imaging.
- Provide technical support for hundreds of end users.
- Call tracking, case management, solution integration.
- Process development and project management.
- Conduct scientific research, data and spreadsheet analysis and interpretation, project organization, technical report writing and presentation.
- Adaptation to various computing environments and department infrastructures.
- Hard working, self motivated, loyal

Achievements\Accomplishments

Cisco Certified Network Associate- CCNA, August 1999

Outstanding Services to the Technical Services Division, Volt\ABC Technologies, January 2000

RBM Technical Support- High Quality Customer Service Award, March & April '99

Lead migration for over 3000 client/server email accounts from HP Open Mail to MS Exchange

Pacific Institute Workshop- Goal setting, Achievement, and Motivation, 1/98

Development of data collection protocol for a National Resource Inventory, Bureau of Land Mgmt., 5/97

Work History

Technical Support Engineer- ABC Technologies\Volt Services, Beautiful, CO, 4/00-present
Email Migration Specialist- ABC Technologies\Volt Services, Wonderful, CO, 11/99-4/00
PC Technician - RBM\The Kemtah Group, Beautiful, CO, 5/99-11/99
Customer Support Specialist- Center Partners Inc., Beautiful, CO, 9/98-5/99
Recycle Technician- RBM\Waste-Not Recycling, Beautiful, CO 2/98-9/98
Soil Scientist- Bureau of Land Management, Mountainous, CO, 5/97-10/97

Education

Technical Certification for MS Network Support Program- Front Range Community College, 9/99, GPA: 3.9
Technical Certification for Cisco Networking Academy- Front Range Community College, 5/99, GPA: 4.0
B.S. in Soil Science: Environmental Mgmt.- Calif. Polytechnic State University, San Luis Obispo, 12/97
A.A. in Mathematics- Mira Costa College, 7/94

Technical Knowledge

Applications

Adaptec Easy CD Creator
Adaptec Direct CD
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
Rainbow
Reflection 1
Reflection X
Remedy-Action Request System
Symantec Norton Antivirus
Visio
Windows CE

Operating Systems

Microsoft Windows 2000

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

Hardware

Hewlett Packard Vectra, Kayak, and Pavilion PC
Hewlett Packard Omnibook, 6000, 4150, 900, 800, 5500
HP CD Writer
HP Colorado Tape Backup
Cisco 2500 Series Router
Hewlett Packard Pro Curve Switch

Protocols & Services

TCP/IP
DHCP
DNS
NetBEUI
Remote Access Service
WINS