

James O'Brien

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www.obrienpc.net

Professional Resume

Summary

I am a skilled, quality oriented computer and network support specialist with over eleven years of experience and training in the industry, with three years experience and skills in web and graphic development. I am seeking a long term position with a company with a reputation for quality customer service and employee appreciation.

Skill set – Computer support

- 13 months experience in Helpdesk support for three major ISP's and one major computer manufacture.
- Five years experience as an onsite technical support specialist for small and medium sized businesses.
- Operating Systems – Very knowledgeable in troubleshooting, installing, and configuring and maintaining, Windows 95 and 98, Me, XP home and Professional, 2000 Professional, 2000 Servers, 2003 Servers.
- Hardware - Very knowledgeable in troubleshooting, installing, and configuring and maintaining most PC based hardware, including motherboards, CPU's memory, sound and video, hard drives, CD/DVD ROMs, card readers, USB devices; and external input/output devices such as printers, scanners, cameras.
- Software - Very knowledgeable in troubleshooting, installing, and configuring and maintaining most major software applications including but not limited to Microsoft Office Suites and Adobe creativity software.

Skill set – Networking

- Five years experience installing, configuring, troubleshooting, and maintaining wired and wireless LAN's in business environments.
 - Designing network layouts
 - Running CAT-5 lines through new and existing walls and pathways.
 - Installing wall plates and network biscuits.
 - Installing and configuring routers and hubs.
 - Creating patch cables
 - Connecting and configuring workstations in workgroup or domain configurations.
 - Creating user accounts and assigning policies
 - Setting up remote access and VPN's
 - Establishing security policies

Skill set – Web and Graphics design

- Four years experience in web development designing and maintaining websites for small to medium sized businesses using such applications as FrontPage, Notepad, various Xara applications, java scripts, DHTML scripts, and CSS. (Examples of my work are available on my website at www.obrienpc.net)
- Three years experience developing web and marketing graphics for small and medium sized business using such applications as Adobe Photoshop. (Examples of my work are available on my website at www.obrienpc.net)

Work History

TekSystems

1120 112th Ave NE, Ste 520
Bellevue, Washington 98004
Phone: 425.637.9700

September 2006 – Present

Title: Technical Consultant

Description of Duties:

My primary duties are to utilize my skills and knowledge to provide a variety of onsite technical support services for TekSystems clients. My latest project with TekSystems was to rename 420 XP workstations and notebooks and assign them to a new network path, and then test and verify the systems ability to connect to the new path.

SONIQ Transportation and Warehouse

7911 South 196 Street
Kent, Washington, 98032
253.867.5155
www.gosoniq.com

June 2005 to August 2006

Title: Owner/Operator Driver, Web Developer

Description of Duties:

My work with SONIQ was a diversionary break from my technical career. My primary duty was to deliver goods and cargo to various locations throughout the state of Washington and also Northern Oregon. While at SONIQ, I was also hired to design a new website for the company based on their needs and specifications. I also created some promotional marketing material for SONIQ.

O'Brien PC Integrated Computing Services

Greenville, Texas, King County Washington
www.obrienpc.net

December 2000 to February 2005

Title: Manager, Technician, Web and Graphics Designer

Description of Duties:

OBrienPC was my first business. My primary duty was to manage the day to day operations of the company. I also consulted with new and existing clients of small and medium sized companies to assess their computer usage and requirements for technical support services. I also managed a team of up to five technicians and two web developers.

Stream International

Carrollton, Texas
www.stream.com

September 1999 to November 2000

Title: Help Desk Technician / MIT

Description of Duties:

I entered Stream as a Level I help desk technician providing phone-based technical support for three major ISP's. After four months, I was promoted to a Level II position providing support for Level I technicians and handling escalations. After nine months with Stream, I was promoted to the Dell Major Accounts group where I received extensive Dell certified training in full support of the Dell Dimension and Optiplex computers for Dell Business customers.

Education

University of Arkansas, 1996-1998
Fayetteville, Arkansas
www.uark.edu

I completed two years of a four year degree in Sociology with a minor in Computer Science. I had to leave college and move to Texas for my wife's internship program towards her Masters degree.

Related Courses

VERIO May 2000
Completed 30 day course in business DSL support and Cisco router support

Dell PC Tech Certification July 2000
Certified Dell Dimension and Optiplex support and repair technician.

Microsoft Certified Systems Engineer August 2006 – Present
Currently studying for the MCSE certifications.

(References provided on request)