N A T H A N I E L J A M E S N O V A K

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Microsoft Certified Professional Systems Engineer

Professional Objective

To earn a challenging position in the field of Information Systems and Technology which will allow me to be an asset to the organization through my abilities with computer hardware, software, and the Web.

Computer Experience

Certifications: Microsoft Certified Systems Engineer (MCSE), Dell certified technician

Op. Systems: Windows 2000 (Professional through Advanced Server), NT 4.0 Server and Workstation, Windows 95 / 98, Novell, and others

Programming: HTML, ASP, Visual C++, DOS batch, MS Kix

Hardware: PC (Compaq, HP, Dell, Gateway, others) – workstations and servers, Macintosh; Lucent PBX, Nortel PBX

Software: Microsoft Office Suite, MS Developer Studio (Visual Interdev, Visual C++), Microsoft Exchange, Lotus Notes, Adobe Photoshop, Macromedia Dreamweaver, Norton Ghost, Norton System Center, Veritas Backup Exec, CA ARCserve, Novell Netware 5 exposure, Internet Explorer, Netscape, others

Operation: Installation, configuration, and maintenance of many different hardware and software products as well as end-user assistance for those products; extensive experience in configuring and supporting networked PCs on LANs as well as the LANs themselves, tutoring individuals on MS Office and the Internet, and creating/managing personal and non-profit web presences. I am also familiar with NT networking, network security, network hardware, and PBX administration. I have managed asset inventory and Y2K assessment projects.

Education

East Carolina University, Greenville, NC 27858:
Graduated: May 1999
BS in Business Administration: MIS concentration in Decision Sciences
Honors Program GPA: 3.86 based on a 4.0 scale

Related Work Experience

Lante Corporation – *Regional Systems Administrator* – February 2000 through present. Manage and support day-to-day operations of in-house technology infrastructure for an extremely dynamic development environment. Evaluate, select, purchase, implement, and support all technology infrastructures for the Southeast US; including LAN/WAN, servers, desktops, telco, etc. Directly support over 50 individuals in local and remote offices. Involved in design and implementation of 3 office openings and/or moves. Some project work on servers also involved.

Europa Sports Products – *LAN/WAN Administrator* – May 1999 through February 2000. Provide workstation and server solutions to 50+ users as well as manage and implement corporate collaboration applications, helpdesk support, and Internet connectivity. Also responsible for switched-network administration and planning, telecommunications functionality, Y2K compliance, asset procurement and management, and new technology assessment as required.

School of Business Computer Services, ECU – *Computer Services Technician* – March 1998 through May 1999. Provide hardware and software installation and support services for over 200 PC systems in many environments: office/lab, Wintel/Mac, Ethernet/token. Serve as a network administrator, assisting with the implementation and upkeep of two Novell Netware 3.12 servers and three Windows NT Server 4.0 SP4 systems.

DIMON International, Inc. – *IT Intern* – February 1998 through January 1999. Provided end-user and network support at DIMON's Farmville headquarters and plant for over 500 employees. Handled software and hardware troubleshooting and rollout. Major duties included following up Help Desk calls, installation of new PCs, laptops, printers, etc., limited network troubleshooting, IT asset inventory database creation and implementation, and work on various special projects (Y2K Compliance, etc.). I gained experience with large-scale hardware and software support, Windows NT networking, network design and troubleshooting (LAN, WAN, global VPN), and many other facets of large-scale computing.

References available upon request