

Stewart P. Fines, MCSE

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OBJECTIVE: To obtain a career position in the information systems and technology field.

SUMMARY OF QUALIFICATIONS:

- Able to adapt to new situations and technologies quickly.
- Deadline-oriented and able to manage multiple tasks.
- Excellent written and verbal communication skills.

EDUCATION

MCSE 2000, A+ Certifications • Tech Skills Technical College • March 2002

Bachelors of Science, Criminal Justice • California State University, Sacramento • May 2000

Associate in Arts • Sacramento City College • May 1998

TECHNICAL SKILLS

Operating Systems: Windows 95/98/2000/XP/Vista/7 • Windows NT 4.0 • Windows 2000/03/08 & NT Server • Linux

Network Protocols: TCP/IP • HTTP • FTP • VPN

Applications: MS Office Suite 2000/03/07 • Citrix Metaframe XP • Active Directory • IIS • DNS • Terminal Services • Focus XP2 • MAS90/200 • PC Anywhere • RAdmin • Exchange Server 5.5/2000/03/07 • Dreamweaver 8/MX/CS2 • Flash 8/MX • Fireworks 8/MX • Adobe Photoshop 6.0 • BranchNet • SQL • Vantive • GWI • Point of Sale Applications • Novell Netware • Lotus Notes • Netware Admin • Remedy • HEAT • Joomla • Backup Exec • Symantec Endpoint Security • Sunbelt VIPRE security • Barracuda Spam filtering

Hardware: IBM • HP DC5000 • IBM RISC F50 6000 • Compaq Proliant ML 370/ DL 380 • Dell and HP Workstation/Server • Netscreen and Sonic routers • HP Laserjet, Canon, and Konica Minolta Printers • AS/400

WORK EXPERIENCE

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|---|----------------------------|------------------------|
| IT Consultant/Technician | Champ Systems, Inc. | 11/07 – Present |
| <ul style="list-style-type: none">• Provide support including server backup and health monitoring, help desk phone work, on-site and remote maintenance to hundreds of Windows servers (2000, 2003 & 2008) and thousands of desktops (2000, XP, Vista, 7) across many companies of various sizes in multiple industries.• Plan and assist in the network development and server implementation for small to medium size companies.• Perform and assist with many different server migrations involving Windows Small Business and Standard servers 2000, 2003 and 2008.• Consult customers by analyzing customer needs and objectives and providing recommendations related to software/hardware products.• Coordinate with different vendors in reference to network relocation and server migrations. | | |
| Help Desk Specialist | Health Net | 11/05 – 7/07 |
| <ul style="list-style-type: none">• Analyze and resolve problems relating to hardware and software applications utilized by 10,000+ Healthnet associates.• Provide first-level technology support and second-level support coordination by tracking and responding to all health net customer inquiries, problems, complaints, or requests for information for software, hardware, telecommunications and policies and procedures utilizing Remedy and Heat tracking software. | | |
| Technical Support Level II | UPS Store/MBE | 2/05 – 10/05 |
| <ul style="list-style-type: none">• Provide second level technical support for nearly 5000 UPS Store/MBE franchises throughout the nation.• Troubleshoot, evaluate, and provide solutions for software/hardware issues via telephone, fax, and remotely configured, installed and replaced hardware, LAN, Juniper Netscreen and Cisco VPN routers for centers. | | |
| Technical Support | LPL Financial | 10/04 – 2/05 |
| <ul style="list-style-type: none">• Provide technical support for approximately 5500 users utilizing proprietary software, Branchnet. Provide first level support on problem resolution and/or isolating incidents for appropriate escalation.• Assisted users with basic troubleshooting of computers, network, Internet Explorer, Outlook, SQL connectivity and other business applications in a Windows environment. | | |

