

# Allan's Resume

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## Allan E. Hokanson II

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### SENIOR LAN ADMINISTRATOR / SYSTEMS ENGINEER

- **Certified Microsoft Systems Engineer 2000 and Certified Novell Engineer** with over 17 years' experience installing, upgrading, troubleshooting, configuring, and supporting network operating systems, hardware, software, servers, desktops, and a wide variety of computer peripherals.
- Highly proficient at establishing user accounts, implementing network security protocols, installing and supporting backup strategies, and planning/executing disaster recovery solutions.
- Excellent troubleshooting skills; tenaciously committed to the thorough resolution of technical issues.
- Exceptional ability to grasp and master new technologies quickly and easily.
- Strong communicator; able to interact effectively and positively with individuals at all levels of an organization.

### TECHNICAL SKILLS AND QUALIFICATIONS

- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| • Novell Netware 3.1x, 4.1x and 5.x | • Microsoft Windows NT 4.0, 2000, XP |
| • TCP/IP, IPX                       | • Microsoft Windows 3.x, 95, 98, Me  |
| • IBM OS/2 2.x and 3.0              | • Microsoft Office Suites 4 - 2003   |
| • Backup Exec/Arcserve/Legato       | • Microsoft Exchange/Outlook/Express |
| • Lotus Notes                       | • Microsoft Visio                    |

### CAREER HIGHLIGHTS

Pinkertons Computer Consultants, Boston, MA 2005 - Present

#### *IT Contracting and Consulting*

#### **Network Administrator / Server Support**

Providing Novell NetWare support for 17 servers. Inventoried and documented the network server hardware. Diagramed the server rack layouts using Visio. Documented the network server backup process and procedures. Proposed, tested and implemented a Disk to Disk to Tape backup solution using backup software from Veritas.

- ✦ Providing level 3 support to 600 + users
- ✦ Troubleshoot Server issues.
- ✦ Proposed 5 backup solutions based upon cost benefit analysis, tested and implemented the chosen D2D2T solution.
- Implemented proposed Disk to Disk to Tape (D2D2T) backup solution
- Planning server consolidations and SAN storage expansion

- # Planning migration from Novell NetWare eDirectory to the Microsoft Active Directory.
- # Planning Migration from Novell GroupWise 6 to the Microsoft Exchange 2003
- # Installed Windows 2003 Server

Intepros; Waltham, MA  
2005

2004 -

*IT Contracting and Consulting*

### **Network Administrator / Server Support**

Provided Citizens Bank support for their Novell NetWare servers and administered their NDS user community.

- # Provided day to day support of the 6000 + user community using Clarify helpdesk software
- # Troubleshoot Server issues.
- # Performed data restores using Legato "Networker"
- # Maintained Novell Border Manager Proxy Servers
- # Participated in 24 / 7 support on a rotating schedule.
- # Played an integral role in planning and implementing Citizens Bank migration to Microsoft Active Directory from NetWare eDirectory (NDS).
- # Assisted with troubleshooting Pre & post migration issues.
- # Used Zenworks to modify desktop settings to support Citizens Bank's migration to Active Directory

Concordant, Inc.; North Chelmsford, MA  
2002

2000 -

Start-up IT consulting firm offering high-end technology solutions to Fortune 1000 clients

## **Systems Engineer/Technical Consultant**

Provided NetWare Operating Systems support, file server installation, troubleshooting, and technical consultation

to client companies with complex networking environments. Consulted with clients to determine the optimal application of technology solutions to meet their current and future IT needs.

- # Jan 2002 – Aug 2002 Blue Cross & Blue Shield of Massachusetts, Provided Netware 4 & 5 administration.
- # Aug 2001 – Dec 2001 Citizens Bank in Cranston RI, Lead NetWare Engineer in the application of security policy standards to Netware 3 & 4 and NT 4 servers to ensure their compliance for an upcoming FDIC audit.
- # Summer 2001 Blue Cross & Blue Shield of Massachusetts, Participated in Windows NT 4.0 Workstation desktop moves.
- # Summer 2000 Blue Cross & Blue Shield of Massachusetts, Planned, coordinated and implemented the relocation of 10 NetWare 4 & 5 and 10 NT 4 servers to a new location over a two weekend period with zero loss in user productivity.
- # Fall 2000 Blue Cross & Blue Shield of Massachusetts, Led the effort to upgrade 20 laptops from Compaq to Dell. Migrated user specific data, mail and software applications to the new laptops. Instructed users on VPN log-in, network access and e-mail retrieval procedures

Inacom Corporation; Burlington, MA  
2000

1996 -

*National Professional Services firm providing Help Desk Support and Field Service Engineering to Fortune*

1000 client companies

## Systems Engineer

Provided on-site technical support and network administration for clients to include installations, maintenance, upgrades, troubleshooting and support for servers, fiber optics, printers, software applications and workstations.

- ✚ Spring – Summer 2000 State Street Bank, Managed the upgrade of a NetWare 3.12 server to 4.11 for the global securities group. Administered and stabilized all other servers and developed and implemented a data backup solution.
- ✚ Summer 2000, Blue Cross & Blue Shield of Massachusetts, Installed 7 new Compaq Proliant 7000 NetWare 4.x servers and migrated all user specific data to increase network user storage space from 10 MB to 200 MB per user. Replaced 8 aging netware 4.11 servers, increasing total storage to 3.6 TB.
- ✚ Summer – Fall 1999 Fleet Bank, Instrumental in the remediation of 12,000 desktops to ensure Y2K compliance. Provided technical support for hardware, DOS, Windows 3x, 95, and Y2K software.

Synaxis Corporation; Needham, MA  
1996

1992 –

Consulting firm specializing in Novell Networks and computer support for small businesses

Network Engineer

## Lead Technician

Provided network systems administration for client Novel networks including installations, troubleshooting, configuration, upgrades, support and maintenance. Administered disaster recovery plans.

- ✚ Installed and configured NetWare 3.12 server supporting 40 users for a client divesting from its corporate headquarters. Migrated user and corporate data, created log-in scripts and maintained desktops.
- ✚ Provided technical support and on-site preventative maintenance of computer hardware and peripherals for client companies.

ISA Information Systems Services; Needham, MA  
1992

*National service provider of on-site computer repair service for PC's and peripherals supporting medium to large companies*

Field Engineer

Performed service calls and maintained spare parts inventory for client companies. Lead engineer for two automotive manufacturer contracts supporting desktops and peripherals.

Centel Information Systems, Inc.; Waltham, MA  
1992

1987 –

*National service provider of on-site computer repair service for PC's and peripherals supporting medium to large companies*

Branch Manager

### Lead Technician

Performed service calls and diagnosed, troubleshot and repaired computers and peripherals. Maintained spare parts inventory. Dispatched technicians to service calls and tracked

the status of those calls.

## TECHNICAL CERTIFICATIONS

Certified Novell Engineer, CNE5

Certified Novell Engineer, IntraNetWare

Certified Novell Administrator, CNA5

Certified Novell Administrator, IntraNetWare

Microsoft Certified System Engineer , MCSE 2000 + Exchange

Microsoft Certified Systems Administrator MCSA

Microsoft Certified Professional, MCP

Masters Certificate in MS Windows 2000 Systems Engineer + Exchange - Clark University.

## EDUCATION

Associated Technical Institute, Woburn, MA – Certificate in Electronics and Computer Technology

Clark University, Braintree, MA – Masters Certificate MCSE 2000 + Exchange

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