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A personal site for Christopher Blodgett

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Summary

Skilled **Network Administrator** with seven years experience providing all levels of support from desktops and applications to entire networks. ▪ Demonstrated promotional record reflecting a self-directed and motivated problem solver with a keen eye for detail and budget management. ▪ Excellent time-management skills with repeated success at following projects through to completion. ▪ Team-building and customer service skills, excellent verbal and written communication skills, confident and capable in the highest-pressure situations.

Skills Summary

Operating Systems: Windows Server 2008R2 2008 2003, and Windows 7 XP.

Networking: TCP/IP, DHCP, DNS, WINS, VPN, VLAN, WAN, LAN, and Remote Desktop.

Software:MS Office Suite 2010 2007 2003, Outlook, Visio, Ghost, Acronis true image, Arcserv, McAfee, Trend, IBM Lotus Notes, Goldmine, Encore SysPro 6, GroupWise, GoToAssist.

Programming/Automation: VBScript, Visual Basic, DOS, Batch files, HTML.

Back Office: Exchange 2010 2007 2003, Certificates, SQL Server 2008 2005, MS Access 2007.

Hardware: Mitel IP-PBX, Avaya PBX, Cisco and HP Routers, Switches, Bridges, Cabling, Dell and HP Servers, Microsoft Routing.

Employment History

Security Analyst [Puget Sound Energy](#) Bellevue, WA 2010-2010

Brought on to be part of the SOC team. The SOC duties include system event monitoring and compliance regulation of federal and local policies. Other duties include basic AD administration, firewall management tasks, and VBScript writing.

Technology Specialist [Community Transit](#) Everett, WA 2009-2009

Hired to assist with Novell migration and contributed to the IT processes by implementing Numara Track-IT. Contract was extended to include installation and commissioning for Washington's first Bus Rapid Transit line, including 30 stations.

Swift Bus Rapid Transit Project, September 2009 - November 2009 – Installed and configured 30 bus stations with Cisco hardened routers and switches to communicate back by VPN.

Numara Track-IT Implementation, June 2009 - September 2009– Installed and configured Numara Track-IT version 9 SP1 on an Oracle backend, allowing my team to log and track over 1,000 tickets in three months.

Novell to Microsoft Migration, June 2009 - September 2009– Simultaneously integrated migration to Microsoft network while supporting implantation of Numara Track-IT system. Mitigated issues as they arose and provided customer solutions.

Technology Support Desk, June 2009 - December 2009 – Provided on-demand technology support for over 500 employees, including troubleshooting Novell client, MS Office, Network Access, Interaction Client (phone client software) and day to day operations as needed.

Network Administrator Frankie Coffee System North America, Inc.
Seattle, WA 2005-2009

Served as the sole IT provider and resource for over 90 clients. Given additional responsibilities as the company grew by 300% and experienced a location move; which required all new network cables.

Ongoing Technical Services - Computer and MS Windows support for 60 local and 30 remote clients; remote support for 44 BlackBerry lines and devices; creation and maintenance of procedural documentation; training and support for MS Office, IBM Lotus Notes, CRM and ERP systems; enforcement of computer and security policies; tracking and ordering of computer equipment; replacement of computers and hardware as needed.

ERP Implementation, June 2008 - January 2009 - Member of installation team that analyzed the current financial system and needs that were not being met. We then migrated the data from Syspro to IFS and performed weekly training sessions to help end-user adaptation.

MPLS Migration, March 2008 - Migrated Frankie from a local cable connection to dedicated MPLS lines that directly connect FCSNA to our parent company. This required coordination of AT&T, the corporate team, and several days of configuration and tuning of the network.

Phone System Launch, March 2008 - Replaced outdated analog Avaya phone system with a new Mitel VOIP system. Installed and configured multiple servers; replaced and configured POE switches and a 42" LCD Call Center reader board, configured three separate Call Center groups of 10 to 15 people to answer the demanding 600 calls per day.

CRM Rollout, February 2008 - Assisted with implementation and

launch of Lotus-based CRM (iExtensions), requiring innovative thinking and troubleshooting.

CRM Interim Solution, August 2007 - Analyzed, designed and implemented an MS Access 2007 database to manage and coordinate installations, emergency and routine maintenance, automatic shipments, technical support calls and invoices, and general information related to machines and customers.

BlackBerry Launch, June 2007 - Launched 30 BlackBerry devices, linking outside sales staff to the corporate enterprise network.

Company Relocation, October 2006 - Relocated Company, upgrading from 30 workstations to 60 workstations; installed 32,000+ ft of cable for phones and computers.

Computer Repair Technician Control Freaks, Inc Beaverton, OR
2004-2005

Supplied network and computer services for small businesses and individuals, requiring broad knowledge and skills in a wide variety of computers. Basics included removing viruses and malware, and setting up a SOHO network with WPA2 Wi-Fi.

Laser Printer Technician Stream International Beaverton, OR
2003-2004

Provided customer service and troubleshooting for large-scale, networked, color and B&W commercial printers.

Education

Self-Study 2010-2010
Cisco CCNET, and I am currently studying for the CCNA

Technology Learning Group (TLG Learning), Bellevue, WA
2009-2010
Attained Microsoft Certified Systems Engineer (MCSE 2003)
Attained Microsoft Certified Systems Administrator (MCSA 2003)

Self-Study 2007-2008
CompTIA Security+, Network+, and A+ Certifications

Portland Community College, Portland, OR 2002-2003
AS in computer science

Walla Walla Community College, Walla Walla, WA 1999-2001
Focus in computer science

References available upon request.

Résumé

Christopher Blodgett

3/16/2011

Résumé

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My Resume

I have provided my resume for public viewing. Hopefully I am able to get some constructive criticism.

~Cheers!

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