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John A Buckner (US Citizen) Posted by: Individual		Tot Exp : 18 Yrs US Exp : 18 Yrs	Preferred Employment	Available as of Feb-23-11 Email [Check Availability] Forward Profile/Resume <input type="checkbox"/> Save in Scratchpad  Download Resume Only for Premium Access
Sys Admin/Network; Palm Desert, CA Relocation : YES Pref. State(s) : CA	NT Admin Ph(C) : +1-760-861-6029 Ph(H) : Ph(W) :	Salary : Market Rate : Market	Corp-Corp ✗ W2 Contract ✗ W2-Permanent ✓ 1099 Contract ✗ Need H1B ✗	
Network Admin > 10 yrs Novell > 10 yrs Ghost > 10 yrs Netware > 10 yrs System Admin > 10 yrs Windows XP > 10 yrs Outlook > 10 yrs ACCESS > 10 yrs				
Desk Top, Windows 2000, Novell, Outlook, ACCESS, Apple Mac, CRM, Operating System, Vista, Acrobat Reader, ACTIVE DIRECTORY, Excel, FIX, Ghost, Migration, MS Office, Netware, Network Admin, Powerpoint, QA				
Preferred Time to Call : Corp-Corp Info : Notes :				
Domain Experience : Financial, Insurance, IT/Software, Manufacturing				

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John A. Buckner

SUMMARY OF QUALIFICATIONS

Seventeen years of proven success in positions of increasing responsibility within the Information Technology field. Exceptional knowledge in desktop, network, and e-mail problem resolution. Adept at interfacing with senior-level management and end-users to assess needs and systems requirements. Expertise in customer relationship management.

Experienced with:

E-mail: Outlook, Outlook Express, Mac Mail, Web Mail
 Hardware: PCs, Laptops, Printers, Scanners, Macs
 Network/Server: Migrations, Upgrades, Backups, Active Directory, Exchange, Windows 2000/2003 Server, Novell NetWare
 Operating Systems: Windows 7, Vista, XP, 2K, NT, 98, 95, Mac OSX
 Software: Word, Excel, Access, PowerPoint, Publisher, Project, Visio, PC Anywhere, Norton Ghost, FileMaker Pro, Symantec, McAfee, Netscape, Internet Explorer, Adobe Acrobat Reader/Writer, QuickBooks, Goldmine, Adobe Presenter

Experience:

Sept. 2000 iMediaPro, 75-100 Mediterranean, Palm Desert, CA 92211
 July 2010 Network Administrator/Computer Support
 Support 100+ user Network
 Migrate infrastructure from Novell 4.11 to Windows 2000 Server
 Migrate email from GroupWise 5.2 to Exchange 2000
 Manage user needs and system resources for 70 PCs and 35 Macintosh computers
 Purchase, set up and install hardware and software
 Manage Quality Control Technician and Help Desk Technician
 Plan infrastructure needs and processes for GoldMine database installation
 Manage migration team to GoldMine CRM
 Fix printers, fax and coping machines
 Manage phone system resources

October 1999 Computer Gallery, 72-605 Highway 111, Palm Desert, CA 92260

Sept. 2000 Service Coordinator
 Documented problems for technical resolution and set customer expectations
 Supervised and scheduled out-calls and in-house time for four technicians
 Researched and procured repair parts working with technicians and vendor technical support
 Resolution follow up with customers

May 1997 to IBM Global Services, Boeing Account, 3300 E. Spring Street, Long Beach, CA 90806
 April 1999 Information Technology Specialist, Desktop Design and Configuration
 Coordinated resolution of customer design and configuration issues for desktop computing
 Created software packages using reverse engineering process
 Tested package distribution using standard QA procedures
 Assisted Defect Management and Field Support teams with problem resolution
 Created package distribution web page with MS Access installation log

J Buckner

Feb. 1995 to IBM Global Services, AlliedSignal Account, 2525 W. 190th Street, Torrance, CA 90406
 May 1997 Information Technology Specialist, Desktop Systems Management Advisory
 Established Technical Support Center
 Established process to improve asset management
 Participated in multi-site TQ team to establish processes and procedures
 Coordinated resources for desktop computing projects
 Established standards for desktop computing configurations
 Provided technical and implementation solutions for hardware and software computing needs
 Installed and configured computer hardware and software
 Provided desktop and network support to resolve end user problems
 Set up and administered network and email accounts
 Provided advisory support to desktop technicians

Aug. 1993 to Alternative Resources Corporation, Los Angeles, CA
 Feb. 1995 Sunland Computer Services, Anaheim, CA
 Contractor to AlliedSignal Aerospace Equipment Systems, Torrance, CA
 Provided technical and implementation solutions for hardware and software computing needs
 Installed and configured computer hardware and software
 Provided desktop and network support to resolve end user problems
 Set up and administered network and email accounts

Microsoft Certified Training:
 Microsoft Windows Administration
 Microsoft Windows Core Technologies
 Microsoft Mail Support
 Supporting Microsoft Systems Management Server

Other Training:
 Team Building
 Front Range GoldMine Administrative Support

Applications Operating Systems:
 MS Office XP/2007 Professional
 Windows 2000/XP/Vista/7
 MS Outlook
 Windows 2000/2003 Server
 Norton Corporate Edition
 MS Exchange
 Goldmine
 Novell
 Communicate2000!
 Novell Groupwise
 Backup Exec

QuickBooks Pro

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	Siebel Jobs	QA / Testing Jobs	Project Management Jobs	Unix, C, Shell Scripting Jobs	EAI - MiddleWare Jobs