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<b>Laquinta D Mason</b> (US Citizen) <span style="float: right;"><b>Posted by: Individual</b></span>		Tot Exp : 5 Yrs US Exp : 5 Yrs	<b>Preferred Employment</b>	Available as of Mar-03-11  <a href="#">Email [Check Availability]</a>  <a href="#">Forward Profile/Resume</a>  <input type="checkbox"/> <a href="#">Save in Scratchpad</a>   <a href="#">Download Resume</a> Only for Premium Access
<b>Sys Admin/Network;</b>	<b>NT Admin</b>	Salary : Market Rate : Market	Corp-Corp <span style="color: red;">✗</span> W2 Contract <span style="color: red;">✗</span> W2-Permanent <span style="color: green;">✓</span> 1099 Contract <span style="color: red;">✗</span> Need H1B <span style="color: red;">✗</span>	
Cary, NC Relocation : <b>YES</b> Pref. State(s) : NC	Ph(C) : +1-843-655-9919 Ph(H) : Ph(W) : +1-919-650-2264	Device Driver > 6 yrs    Windows 2003 > 3 yrs    Windows 2008 > 1 yrs    Windows NT 4. > 4 yrs TCP/IP > 3 yrs    Migration > 1 yrs    Operating Sys > 5 yrs    QA > 3 yrs		
Windows 2003, Migration, Operating System, QA, Windows 2008, Windows NT 4.0, ACCESS, Accounts Manager, B2B, COM, Device Driver, Gateway, Lotus Notes, Mainframe, MS Office, PDA, Progress, protocol, TCP/IP, Vista				
Preferred Time to Call : Corp-Corp Info : Notes :				
Domain Experience : <b>Financial, Government, IT/Software</b>				

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Laquinta D. Mason  
 205 Hyde Park Court Apt G  
 Cary, NC 27513  
 Phone or  
 Email:

**Skill Summary:**

I am an energetic professional with excellent customer service, sales and technical support experience. I have improved business upgrade initiatives and migration process. I have excellent customer service skills and problem solving experience in Information Technology. I am a self-starter, who is willing to learn new procedures to improve processes.

**Qualification Highlights**

- Information Technology
- Migration / Upgrades
- Formatting and Reloading Computer Systems
- Troubleshooting Process Development
- Technical Support / Customer Service

**Software and Hardware Experience:**

- Configuration of Routers, switches and Hubs
- Implement and Support Windows 9x NT workstation 4.0 Windows 2003 Server
- Implement and manage user and group accounts in WINNT, Windows 2003 and Windows 2008
- Internet protocol configuration for TCP/IP, IPX/SPX, NETBUI, and NWLINK
- Microsoft Office 2000, Lotus Notes
- Operating systems: Windows Vista, XP, Winnt 4.0, Windows 2003, and Windows 2008

**PROFESSIONAL EXPERIENCE:**

Tiger Direct

Raleigh, NC June 2010 -Present  
 B2B Account Manager

Maintain and grow accounts, by communicating with client mangers on a weekly basis and increasing client's purchasing volume  
 Monitor the progress of account development, by recommending new products, and services that will help improve organizations network architecture.  
 Work with clients to understand their business issues and provide solutions

Coastal Com

Myrtle Beach, -February 2009 – February 2010

Marketing Rep / PC Repair  
 Processed new client DSL upgrades  
 Processed DSL registration  
 Repaired PC, install memory, replace hard drives, troubleshoot software issues  
 Performed software updates  
 Repaired older systems

Bank of America

Myrtle Beach, SC, January -2006 – July 2008  
 Sales and Service Specialist,  
 Process client transactions  
 Setup new client accounts  
 Trained clients on bank software and products  
 Worked with management to develop different ways to sell bank products

Bank of America  
 Norfolk, VA June 2003- December, 2006

Operations Analyst  
 Performed quality assurance on Infospan Database, Smartdata and Statement Billing file (this is nice...specific and includes tools/products)  
 Enroll and process clients request  
 Trouble shoot client software and file issues  
 Collaborate with mainframe support to resolve Quality Assurance issues  
 Upgrade servers and workstation

Bank of America  
 Norfolk VA March 2001- June 2003

Help Desk Analyst II  
 Trouble-shoot bank software products; Smart Data, CPA, Eagles, MS Access and Infospan databases  
 Forwarded clients bank transactions  
 Repaired databases and Update user passwords

Installing custom reports, assist clients in running reports  
 Training users on all software products

Veridian  
 Suffolk, VA August 2000- March 2001

Technician  
 Setup user accounts, added users to network, and installed software,  
 Upgrade computer systems, configured network cards  
 Installing peripheral devices i.e. PDA  
 Upgrade systems from Winnt 4.0 to Win 2000  
 Resolved daily issues with users PC and application software

Gateway Computers  
 Hampton, VA November 1999 – August 12 2000

Technical Support  
 Trouble shoot PC's  
 Installing hard drives, video cards, memory cards and CD drives  
 Upgrade device drivers  
 Installing operating systems and peripheral devices

Education

AS Degree in Computer Networking, from the University of Phoenix 12//2008  
 BS Degree in Computer Networking from Kaplan University, 12/2010  
 A+ Certified IT Tech 05/2009

Military

United States Navy 1993-1997

<b>Jobs by Category:</b>	Java J2EE Jobs	Mainframe Jobs	Database Developer Jobs	Dot NET, VB, ASP, C# Jobs	Web / Internet Jobs
	DBA's Jobs	Oracle Apps Jobs	Embedded System Jobs	Data Warehousing / ETL Jobs	C++, VC++ Jobs
	SAP Jobs	People Soft Jobs	Business Analyst Jobs	System Admin/Network Jobs	Reporting Tools Jobs
	Siebel Jobs	QA / Testing Jobs	Project Management Jobs	Unix, C, Shell Scripting Jobs	EAI - MiddleWare Jobs