

SKILL	NOTES	LEVEL
Active Directory Support	8 years	Advanced
Adobe Acrobat	14 years	Expert
AntiVirus Corporate Support	12 years	Expert
Applications Support	20 years	Expert
Audio/ Video Install/ Repair	30 years	Expert
Audits PCI and SOX	4 years	Advanced
Automated Tape Library Systems	9 years	Expert
Avaya Phone System Support	4 years	Expert
Backup Enterprise Support	11 years	Expert
BlackBerry / PDAs Support	6 years	Expert
Cabling & Wiring	20 years	Expert
Citrix Support	12 years	Advanced
CommVault Galaxy Backup System	4 years	Advanced
Configuring New PCs	19 years	Expert
Data Center Experience	8 years	Expert
Deployment Technologies	10 years	Advanced
Desktop Support	19 years	Expert
Desktop Support Automation / Login Scripts	6 years	Advanced
DHCP	6 years	Advanced
DNS	6 years	Advanced
Documentation	34 years	Expert
Electronics Troubleshooting	42 years	Expert
Email Systems Support	14 years	Expert
EMC Storage Support	3 months	Intermediate
Enterprise IT Experience	12 years	Expert
Exchange 2003 Support	5 years	Advanced
Exchange 2007 Support	3 years	Advanced
Help Desk Field Service Support	12 years	Expert
Help Desk Remote Support	11 years	Expert
Help Desk Support	22 years	Expert
Help Desk Ticketing Systems	12 years	Expert
HP Proliant Servers	8 years	Expert
IBM DB2 Servers Support	4 years	Expert
IIS Support	6 years	Advanced
IT Budgeting	15 years	Expert
IT Hardware	34 years	Expert
IT Inventory	9 years	Expert
IT Procurement	20 years	Expert
IT Project Management	20 years	Expert
IT Supervising	20 years	Expert
IT Support California	19 years	Expert
IT Support Total	34 years	Expert
Knowledgebase Updates	12 years	Expert
LAN Support	17 years	Expert
Laptops Repair / Upgrade	19 years	Expert
Linux Support	2 years	Advanced
Migrations Support	10 years	Advanced
Network Monitoring Tools	12 years	Expert
Network Proxies	12 years	Advanced
Network Scanning Devices	6 years	Advanced

Network Security Devices	6 years	Advanced
Office 2003 Suite Support	8 years	Expert
Office 2007 Suite Support	4 years	Expert
Office 2010 Suite Support	6 months	Advanced
Office Suite Support	15 years	Expert
On-Call 24x7 Support	10 years	Expert
Oracle Support	6 months	Advanced
PC Repair / Upgrade	21 years	Expert
Printers Troubleshooting	10 years	Expert
Printing Support	19 years	Expert
SCOM	4 years	Advanced
Servers Support	15 years	Expert
Servers Supported Alone	65 Servers	Expert
Servers Supported in a Team	6,000 Servers	Expert
SharePoint	2 years	Advanced
SOX Audits	4 years	Expert
SQL 2000 Server Support	4 years	Advanced
SQL 2005 Server Support	4 years	Advanced
SQL 2008 Server Support	2 years	Advanced
Switches	6 years	Advanced
Systems Administrator	14 years	Expert
TCP / IP	14 years	Advanced
Technicians Training	25 years	Expert
TeleConference Support	10 years	Expert
Time to Learn Avaya Phone System	3 hours	Expert
Time to Learn CommVault Backup System	12 hours	Expert
Troubleshooting IT	34 years	Expert
Troubleshooting Printers	10 years	Expert
Use Electronic Tools for IT Troubleshoot	36 years	Expert
Users Supported Alone	260 Users	Expert
Users Supported in a Team	11,000 Users	Expert
Visual Basic Scripts	5 years	Advanced
VMware	2 years	Advanced
VPN Support	10 years	Expert
WAN Support	10 years	Advanced
WebEX	10 years	Expert
Wi-Fi Support	6 years	Expert
Windows 2000 Server Support	4 years	Expert
Windows 2003 Server Support	6 years	Expert
Windows 2007 Server Support	3 years	Expert
Windows 2008 Server Support	2 years	Expert
Windows 7 Support	1 year	Advanced
Windows Support	22 years	Expert
Windows XP Support	8 years	Expert
Windows XP Support	8 years	Expert
WINS	6 years	Advanced