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Richard A Boyd (US Citizen) Posted by: Individual		Tot Exp : 10 Yrs US Exp : 10 Yrs	Preferred Employment	[Hot Resume]
Sys Admin/Network; League City, TX	NT Admin Ph(C) : +1-281-678-9269 Ph(H) : +1-281-316-1261 Ph(W) :	Salary : 45K /Yr Rate : Market	Corp-Corp ✗ W2 Contract ✓ W2-Permanent ✓ 1099 Contract ✗ Need H1B ✗	Available as of Mar-09-11 Email [Check Availability] Forward Profile/Resume
Relocation : NO Pref. State(s) : TX	Windows 2003 > 1 yrs ACTIVE DIRECT > 2 yrs Security > 1 yrs TCP/IP > 5 yrs Citrix > 1 yrs Ghost > 1 yrs LAN > 1 yrs Windows 2000 > 1 yrs			Save in Scratchpad Download Resume Only for Premium Access
Desk Top, Security, TCP/IP, Operating System, Citrix, MCSE, Outlook, ACCESS, ACTIVE DIRECTORY, Apple Mac, Cisco, DR, Ghost, LAN, Remedy, VPN, Windows 2000, Wireless, Cellphone, Ethernet				
Preferred Time to Call : Corp-Corp Info : Notes :				
Domain Experience : IT/Software				

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Richard Boyd

2601 Knoxville Dr. League City TX. 77573
 Phone
 Cell Phone

EMPLOYMENT OBJECTIVE

Network /Desktop Support Engineer: The Certifications that I currently have achieved are, MCSE, A+, Dell Factory Certified, and possess DOD Secret Security Clearance. I would like to be a part of an I.T. department of a large or moderate size company that would allow me to show my abilities as a MCSE, computer skills, both hardware and software so to grow and expand with the company.

STRENGTHS AND COMPUTER SKILLS

A strong understanding of the use and application of Microsoft's Windows Vista, NT4, 2000/2003, XP, and DOS applications. A strong technical background in electronics, and have a good working knowledge of most test equipment, and am able to pickup and quickly learn the use of any testing or troubleshooting techniques, and equipment that will be necessary to use in the I.T. field. I do have Federal Government Secret Security Clearance.

Windows Office 2003 and 2007 Suite: Microsoft Word, Excel, PowerPoint, Access, Project, Microsoft Visio, also proficient in the use of Remedy on a daily basis. Experienced in troubleshooting Software and Hardware problems of PC's Windows, and Macintosh based computers, also knowledge of Active Directory, TCP/IP, Ghost, IIS, Exchange Outlook, CAC Infrastructure, Cisco VPN, Ethernet, Routers and Switches.

EXPERIENCE

Contract: Through Inceed Services

From 11-15-2010 to 12-17-2010: PC refresh for Stage Stores address 10201 Main St. Houston, TX.

Responsibilities were to reimage several PC's using Ghost and install all necessary software that users will use to perform their job, set up outlook email and install network printers, and swap out the old PC for new PC. Made sure that all software was installed and operated to customers satisfaction.

Network / Desktop Support Technician September 2004 to July 2010

United States Army Corps of Engineers 2000 Fort Point Rd. Galveston TX. 77550

Full desktop support of windows 2000/XP based computers, network support, setup and configuration of computers, printers, and all connecting peripherals attached to the work station, and through the network; setup and configuration of outlook with exchange server. The administration of user profiles, configuration, setup in the active directory, knowledge and use of administrative tools in win Server 2000 and 2003. Performs security scans of all PC's and Servers on the network LAN for security risks. The implementation and pushing over the LAN, Microsoft updates and security patches, and software applications that are required by the DOD. Have experience using Symantec Backup Exec. 11D. The installation, setup and configuration of a wide variety of software, application and the troubleshooting of all various software and applications which my, occur at the user level, and over the network. Responsible for Exchange Email, TCP/IP setup of all work stations, printers, and peripherals on the network, setup of laptops for field use with Cisco VPN support, and wireless cards. The troubleshooting to resolve all TCP/IP connectivity, and log in issues. The use of Dameware, Remote access, and Remote Desktop to administrate network users and resolve problems that may occur remotely. Proficient with the tracking system of Remedy on a daily basis. Have working knowledge of Citrix neighborhood setup and applications such as P2, RMS and SPS, and experience resolving Citrix log on issues as well as printing problems in Citrix applications. Support break fix of PC's, Printers and servers.

Network / Computer Technician March 2003 to July 2004

Multi Systems Support, 12701 Veterans Memorial Dr. # 105, Houston, TX. 77014

Full desktop support of Windows and Macintosh base computers. Network support and setup (Hubs, Routers, Wireless Routers), TCP/IP configuration, and network

cabling. The installation and setup of windows based server (NT4 & 2000), Imaging computer OS, and software installs for the clients. The installation / repair and maintenance of Computer Servers, PC's, Laptops, and Printers (Laser and Inkjet) for various clients. Responsible for the operation and maintenance for all of Spring Branch ISD's computers that use MAC X or windows 98. I also do and oversee all network terminal, and PC Monitors repair.

Tier 2 Technical Support Engineer September 2000 to December 2002
Convergys Corporation, 12031 North Freeway, Houston, Texas 77060

The troubleshooting, and resolving a resolution to clients systems, applications, software, and hardware problems which entail a wide range computer operating system, software and hardware problems. I assist via telephone support on average 35-40 clients a day, and am proficient with Octane, Vantive, and Cameo use and application. The operating systems that I am qualified to troubleshoot are Windows 2000, NT4, XP, Windows Millennium, 98, and 95, and MAC operating systems as well. I have training and experience in troubleshooting, Compaq Computer PC's, and peripherals, which involve Compaq's own brand of operating system and configurations, I am also trained in SBC DSL involving support of DSL modems and routers, configuration of TCP/IP settings for a WAN network. Responsible for hardware and software installation, troubleshooting. . Network connections and setup of small office or home networks to insure DSL service.

Television and Computer Monitor Repair Technician June 1997 to November 1999

Sony Service Center, 9620 Westheimer, Houston, Texas 77063 – The repair of Sony Televisions, Computer Monitors, and VCR's on a component level as a Bench Technician. I also interacted with the customers on problems or questions they may have with technical issues.

Medical Electronics Technician January 1984 to April 1997

Abbott Laboratories, 8330 Broadway, Houston, Texas 77029 – The repair of medical equipment all were microprocessor controlled on a component level. Patient Monitoring System AB 3500, 4000, and 4200, Life Care Pumps LC-3, LC-4, and D-2, also Flexi Flo Internal Feeder Pumps F-3, F-4, and F-6

Field Service Engineer February 1980 to December 1983

Datapoint Corporation, 4243 Charter Ave., Oklahoma City, 73009 – The repair and maintenance of a wide variety of Computer CPU's Hard and Floppy Disk Drives, Printers, and Computer Monitors. I also have training in ONIX and with ARC Systems.

EDUCATION

Certificates: Microsoft Certified Systems Engineer MCSE 2000: Additional Certificates: Comptia A+, Stat Scanner 6, Retina, Hercules 3.5, and NetScreen Firewall.

ASSOCIATES DEGREE: Electronics Technology November 1978

DeVry Institute of Technology, Columbus, Ohio 43209 The course emphasized greatly on microprocessor and digital applications.

Jobs by Category:

Java J2EE Jobs
DBA's Jobs
SAP Jobs
Siebel Jobs

Mainframe Jobs
Oracle Apps Jobs
People Soft Jobs
QA / Testing Jobs

Database Developer Jobs
Embedded System Jobs
Business Analyst Jobs
Project Management Jobs

Dot NET, VB, ASP, C# Jobs
Data Warehousing / ETL Jobs
System Admin/Network Jobs
Unix, C, Shell Scripting Jobs

Web / Internet Jobs
C++, VC++ Jobs
Reporting Tools Jobs
EAI - MiddleWare Jobs