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<b>Robert D Bettencourt</b> (US Citizen) <span style="float: right;"><b>Posted by: Individual</b></span>		Tot Exp : <b>5 Yrs</b>	<b>Preferred Employment</b>	Available as of Jan-30-11
<b>Sys Admin/Network;</b>	<b>NT Admin</b>	US Exp : <b>5 Yrs</b>		
Turlock, CA	Ph(C) : +1-209-652-6304	Salary : Market	W2 Contract <span style="color: red;">✗</span>	<a href="#">Email [Check Availability]</a>
Relocation : <b>YES</b>	Ph(H) : +1-209-585-1028	Rate : Market	W2-Permanent <span style="color: green;">✓</span>	
Prof. State(s) : CA	Ph(W) : +1-209-523-6440 X540		1099 Contract <span style="color: red;">✗</span>	<a href="#">Forward Profile/Resume</a>
Linux > 1 yrs	DR > 1 yrs	Exchange Serv > 1 yrs	DNS > 1 yrs	
IMAP > 1 yrs	LAN > 1 yrs	ACCESS > 1 yrs	PDA > 1 yrs	 <a href="#">Download Resume</a> Only for Premium Access
ACCESS, PDA, ACTIVE DIRECTORY, Operating System, VMWare, VPN, Chrome, DHCP, Director, DNS, DR, Excel, Exchange Server, Firefox, Illustrator, IMAP, LAN, Linux, MS Office, Outlook				
Preferred Time to Call : Flexible - Any Time on Cell +1-209-652-6304				
Corp-Corp Info :				
Notes :				
Domain Experience :				

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**ROBERT D. BETTENCOURT**

Address.....925 Penn Avenue Turlock, CA 95382.....  
 Phone.....Home.....Cell  
 Email.....

**COMPUTER IT SUPPORT and SYSTEM ADMINISTRATION**  
 Achievement Focused Leader and First-Rate Communicator

A top performing IT Leader with a 5 year record of achievement in successfully monitoring and supporting business practices and applications. My creative and proactive spirit along with my ability to engage and build positive workplace relationships and workflow has allowed me to achieve swift career growth and proven success for my employers. My special talent for completing multiple goals efficiently has been an inspiring challenge and consistent pull that has enlightened my desire to learn more and continue achieving. It is my background in Information Technology and Leadership that that I seek to utilize and further expand within a respected organization that rewards demonstrated skill and accomplishment, hard work, and innovation.

**Computer Skills**

- PC Troubleshooting
- Cabling
- Microsoft Access
- Microsoft Excel
- Microsoft Word
- Microsoft Outlook
- Exchange Server
- Active Directory
- Raid Configuration
- VMware
- Software Installation
- Memory Upgrades
- 35 WPM Typing Speed
- Video Card Configuration
- Symantec Backup Exec
- Network Troubleshooting
- Network Wiring
- PDA Maintenance (pocket PC 2003 Win CE 4.1)
- Laser printer trouble shooting
- Phone Maintenance (PRI)
- Operating systems:
- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT 4.0 Microsoft ·Windows 2000
- Microsoft Windows XP
- Microsoft Windows Vista
- Microsoft Windows 7
- Microsoft Sever 2000
- Microsoft Sever 2003
- Linux
- DOS
- TECHNICAL PROFICIENCIES

\*Applications: MS Office Suite, MS Visio, Active Directory, VMware, Firefox, Chrome, Adobe Photoshop CS5, Adobe Illustrator CS5, Finale 2010.

\*Networking: TCP/IP, DNS, DHCP, VPN, LAN/WAN, Wi-Fi, VoIP, Telnet.

\*Email: SMTP, IMAP, spam and virus filtering.

LICENSES AND CERTIFICATIONS

\*Comp TIA Network + Certified ID# COMP73

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EDUCATION:

AA in Information Technology, University of Phoenix, Phoenix, AR 2010  
(currently working towards Bachelors Degree)

Vocational Diploma: Network Support Technician, Institute of Technology Modesto CA 2006

Diploma: General Education, Atwater High School, Atwater, CA 1998

PROFESSIONAL EXPERIENCE:

IT Network Support/Systems Administrator, MTC Distributing, Modesto, CA 01/2010– Present

- Support and maintain company servers
- Daily performance monitoring and tuning of servers as needed.
- Management of software support, user accounts, server access
- Daily Maintaining of IT operations for 150 end users including VPN remote access.
- Daily performance upgrades to hardware, operating systems, and applications with minimal downtime.
- Installation and observation of servers, network equipment, switches, and storage devices
- Troubleshoot and resolution system and network connectivity issues to ensure optimal performance
- Implementation and testing of system security, virus protection, and disaster recovery procedures
- Recommending to IT Director software, hardware, and network improvements
- Completing resolution for up to 20 technical support tickets daily with timely and accurate assistance

IT Network Support/Jr. Systems Administrator, MTC Distributing, Modesto, CA 2/2006-01/2010

- Troubleshoot to find resolution to common PC software and hardware problems for both onsite and offsite users
- Providing help desk support for users of laptop PC and PDA's
- Processing daily, weekly and period end data
- Inputting inventory of all offsite equipment including in-house inventory of toners and inks
- Performing upgrades for troubleshooting and daily maintenance for all desktops, laptops, PDA's and support for Nextel and AT&T phones
- Providing remote support after hours from home

In Store Computer Technician, Geek Squad, Modesto, CA 09/2006-11/2006

- Set up, optimized, and performed troubleshooting on computers
- Collaborated with users to input their information in Geek Squad's system and identified need

Line Lead/Supervisor, Safeway Inc. Preserve Plant, Merced, CA 06/2004-11/2006

- Supervised 15 employees in the day-to-day operations
- Kept employees on task to ensure speed and safety were met to maximize productivity

Head Cook, Foster Farms, Turlock, CA 03/2002-06/2004

- Took charge of monitoring cooking processes which included taking temperatures to ensure meat was thoroughly cooked under each team
- Recorded data for verification and tracking purposes
- Managed a crew of six employees to ensure days production was met safely, accurately, timely, and with perfection

Drum Line Instructor, Local Ca. Schools, Atwater High, Winton Middle, Tenya Junior High, Los Banos, Los Banos JR, Modesto High, Beyer High, Davis High, Ceres High and Golden Valley, 03/1998-07/2003

Taught Modesto High school for the 2008-2009 and 2009-2010 Sessions

- Managed a group on average of 10 kids and kept them focused and on task
- Developed Lesson Plans and activities for daily and weekly goals
- Taught and inspired the kids to learn to play percussion instruments to create a show and perform for competition
- Wrote percussion music to work with other sections of music in a performed show

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