

## William Gates

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### *Professional Profile*

Information Technology Systems Administrator with 8 years' experience implementing fiscally responsible solutions to maximize uptime, increase productivity, and protect data. Solid technical skills with strong system and network design abilities. Outstanding customer service record, training users and responding quickly to troubleshoot and resolve issues. Excellent credentials, continually researching markets and updating knowledge to stay abreast of emerging technology.

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### *Technical Skills*

- Certifications:** Microsoft Certified Professional (MCP)  
Microsoft Certified Systems Engineer (MCSE Windows 2000)  
Microsoft Certified Database Administrator (MCDBA SQL)  
Microsoft Certified Systems Administrator (MCSA Windows 2003 Server)
- Operating Systems:** Win2000/NT 4.0 Server, Win98/2000/NT, Exchange Server 5.5, Novell NetWare
- Hardware:** Compaq, Dell, HP Servers; IBM, Dell, Compaq desktops/laptops; WAN, LAN, routers, hubs, switches, T1, printers, projectors
- Software:** MS Office 2000 Suite/Project/Publisher/Access/Street and Trips, Microstation, Descartes, Geopak, FDOT Bar Menu, AutoCAD, Viper, XP Remote Assistance, NetMeeting, pcAnywhere, PC\*Miler, Photo Shop, Acrobat Distiller, Deltec Advantage
- Backup/Security:** SonicWALL, Computer Associate eTrust, AppRiver, ARCserve, HP autoloader, DLT tapes, off-site storage, fire safe

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### *Professional Experience*

**ENTech Systems Inc.**, Austin, TX 10/2003 – Present  
***Manager, Information Technology***

Continually analyze networks, servers and operating systems to identify areas for improvement and implement fiscally responsible upgrades and repairs to eliminate downtime and maximize functionality. Platform includes 4 Win2000 Servers supporting 140 engineers and support personnel across 10 locations.

- ◆ Reconfigured network and installed T1 to resolve connectivity issues. Implemented backup and security measures including tape drivers, fire safe, multiple layers of anti-virus to protect data.
- ◆ Standardized mail systems and initiated protocols to eliminate breaches and viruses while greatly increasing speed of transmission of large engineering files.
- ◆ Apply remote troubleshooting to quickly identify and resolve interruptions.
- ◆ Research market to evaluate and recommend telecom options, analyzing cost/quality and features of various products.

**Aztec Engineering**, St. George, NY 05/2000 – 10/2003  
***Information Technology Manager***

Facilitated dynamic growth of IT and telecommunication systems to accommodate expansion from 3 to 7 offices. Selected software, hardware and services. Developed, installed and tested all new networks and systems to ensure full functionality, connectivity and interoperability with main office. Increased network to 12 Win2000, NT, and Exchange Servers supporting 130 workstations in New York and Pennsylvania. Increased uptime from 70% to 98%.

- ◆ Continually analyzed existing infrastructure to pinpoint weaknesses and causes for disruption. Installed, configured and maintained IT systems and networks with focus on maximizing uptime and protecting data and systems from virus or intrusion. Prepared and managed IT budget, forecasting periodic replacement and upgrade costs.
- ◆ Implemented multiple layers of virus and data protection including firewalls, automated backup, daily tapes and off-site storage. Maintained desktops loaded with software for immediate replacement to users.

*(Aztec Engineering continued)*

- ◆ Installed T1 lines, streamlined Exchange Server 5.5 and restructured email policies to enable rapid transfer and safe storage of large files. Eliminated downtime due to system overloads.
- ◆ Collaborated with users to define requirements. Researched market to identify quality, scaleable IT and telecommunication products and negotiated with vendors for best prices.
- ◆ Developed remote access for troubleshooting all locations immediately and performing maintenance after hours. Maintained inventory database of hardware and user licenses (CALs).
- ◆ Responded quickly to client needs, trained users on applications and oriented new employees to system and security precautions. Assisted Marketing Department with blueprint software.
- ◆ Hired and directed talented Technical Assistant, training on all details of system and security protocols; emphasized client service standards.
- ◆ Originally hired as Technical Assistant, promoted to IT Manager in May, 2001 based on technical ability and dedication to system reliability.

**Harrison Trucking**, St. George, NY

02/1996 – 05/2000

***Network Support Administrator***

Managed Windows 98 LAN supporting 30 PCs in 2 locations. Selected, installed, configured and maintained all software and hardware.

- ◆ Implemented backup precautions and virus protection to achieve 98% uptime.
- ◆ Trained users on hardware, software and policies including Office 97/2000, virus protection protocols, and proper transfer to data server.
- ◆ Implemented Prophecy dispatching and accounting software to organize financial records and automate billing, greatly increasing account collection rate.

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***Testimonial***

*“During Mr. Scotts’ tenure at Aztec, the viruses and downtime due to failures were reduced to the point of insignificance, providing me and my staff with nearly “zero” downtime – the ultimate measure of an I.T. Manager’s performance.”* Joseph Anders, P.E., Manager – Aztec Engineering