

WESLEY G HOWARD

Denton County, Texas
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OBJECTIVE

Seeking to find a full time position in a small to medium IT department where I can find new challenges and continuing growth as an IT professional.

EDUCATION

Computer Engineering. Associates of Arts August 1993 – June 1995
Keiser College, Melbourne, Florida
GPA 3.5

EXPERIENCE

IT Manager, DBA, Server Administrator, Desktop

Support February 2005 – Present
Vacation Tour and Travel, Denton, Texas

In my position with VTT I oversee all computer, server, networking, and storage needs for a facility of 250 people. My responsibilities cover all aspects of information and technology services for the Denton facility and portions of the facility in Conway, AR. My responsibilities and accomplishments included the following:

- Desktop support for 250 users.
- Server Administration for 12 servers using Windows 2003
- Database Administration - SQL Server 2000.
- Data Mining and analysis on cost and performance of lead lists and other purchased data.
- Administer and maintain Teledirect predictive dialer including campaign setup, regular and emergency maintenance, and performance monitoring.
- Administer 100 WYSE this clients connecting users to a Windows 2003 Server cluster.
- Administer a 1TB digital voice recording system running Wygant recording server.
- Developed applications and web applications to meet business needs as necessary.
- Developed reports for use with SSRS or Excel to meet business needs as necessary.
- Backup administration and disaster planning for all critical systems.
- Antivirus and Firewall Administration.
- Documentation of all systems and processes used by the IT Department.
- Identified a issue with duplication in the data purchased from one vendor that resulted in a refund to VTT over \$200,000.

Skills

MS Office Suite

C#
CSS
HTML/XHTML
Perl
RDL
Shell scripting
SSRS 2005
SQL
Visual Basic
VB Script
WMI
Batch Scripting

Linux/UNIX
Windows Server 2000/2003
SQL Server 2000/2005
SSRS 2005
Windows Vista/XP
Mac OSX

Apache
IIS
Ghost 9

Sonicwall
Dell switches
WYSE Terminal Clients

Consultant March 2002 – January 2005
Self Employed, Killeen, Texas

As a Consultant I provided clients with assistance setting up PCs and Macs, virus removal, repair of PC and Mac workstations, and a variety of other IT services for personal and business clients.

Customer Support Specialist July 2001 – December 2001
Volt Technical Personnel, Irving, Texas

Assisted Microsoft customers in finding and utilizing appropriate support avenues for all Microsoft products.

Support Engineer September 2000 – February 2001
Dell, Round Rock, Texas

Provided phone support to users of Dell laptops including but not limited to OS support (Windows 98 through NT), hardware troubleshooting through customer assistance, dispatching replacement units and parts worldwide, and facilitating the scheduling of a technician for onsite repair or shipping back to repair center.

Lead Support Technician July 1999 – July 2000
ICL/Toshiba, Dallas, Texas

In this position I provided phone support for McDonald store managers, owner/operators, and on site technicians with point of sale registers and store servers. My duties included:

- Support of Panasonic and Javelin cash registers by phone or remote connect.
- Support of store servers running a combination of DOS based servers, Unix, and OS/2 by phone or remote connect.
- Menu programming for touch screen and membrane key pad registers.
- Dispatching parts replacements or technicians for issues where required.
- Provide technical leadership and mentoring to up to 40 phone support technicians as well as handle escalated issues.