

# Samuel A. McConnell

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**Address:**

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## Objective

I aim to help my employer remedy both simple and complex computer problems, schedule work effectively, and be able to assist customers with their problems to their satisfaction.

## Skills

I am proficient in maintaining and/or working with the following:

- Hardware Maintenance: Dell Optiplex series, Dell Latitude series, Dell Inspiron series, HP ProLiant servers, all Apple hardware
- Networking: TCP/IP, Novell IPX, Secure Wireless Networking, SNMP, Cisco and HP networking
- Printers: HP Laserjet and Deskjet Printers
- OS: Windows 98/2000/XP, Windows Server 2003, Novell NetWare, Mac OS X 10.3 and 10.4, Red Hat Linux, Debian Linux, Gentoo Linux
- Office Software: Microsoft Office 97/XP/2003, Novell Groupwise, SunOffice, OpenOffice.org, NeoOffice
- Other Software: HelpStar (ticket tracking software), vTiger CRM, MRTG, Adobe Photoshop, Apple Final Cut Studio, Barracuda Spam Filtering system, Internet Explorer, Mozilla Firefox
- Phone Systems: Adding, removing, and moving phone lines
- World Wide Web: HTML/XHTML, XML, CSS, PHP
- Typing: 75 WPM

## Professional Experience

**JPI Worldwide**, Clarkston, WA

May 2007 – Current

*Systems Administrator*

Oversaw internal technology for a satellite communications company with sites deployed in Iraq, Afghanistan, Chad, Uganda, and other locations where communications infrastructure is minimal or nonexistent. Performed day-to-day maintenance on three Linux servers, all running Debian Linux, as well as disaster recovery. Took care of deskside computer support on all stateside PCs.

**The Carnahan Group**, Wichita, KS

June 2003 – May 2007

*Systems and Network Administrator*

Designed, ordered, and built workstations and servers, worked with builders to develop an effective network infrastructure in new building, used Windows Small Business Server and Windows XP to create an efficient and secure network environment. Used VPN, RDC, and VNC for remote administration.

**Emprise Bank**, Wichita, KS

April 2005 - October 2006

*Help Desk/Network Technician*

Answered the help desk phone to help customers remedy computer problems, scheduled and resolved tickets in incident tracking system, made trips to remote locations for computer hardware maintenance, administered Windows and Netware servers and Windows workstations using Novell ZENworks, Novell eDirectory, and Microsoft Active Directory. Active participant in several large workstation rollouts and a conversion from Windows 2000 to Windows XP Professional. Personally administered all mobile devices in company, including laptops, Palm OS devices, and Windows Mobile devices.

## Education

Goddard Public High School

Goddard, KS

Graduated Apr 2004 w/ Diploma

Emporia State University

Emporia, KS

Completed one semester, Dec 2004

## Certificates & Licenses

CompTIA A+ Certification, Apr 2005

Dell WPD Certification, Mar 2006