
OBJECTIVE:

To obtain a technical position in the computer industry that encourages professional growth and offers an opportunity for advancement.

EXPERIENCE:

3/2003–Present **Skidmore College–CCI** *PC Technician (Intern)*
White Plains, NY 10601

Responsibilities: Worked as a team member, assisting the IT Manager. Duties included troubleshooting hardware, software installations, server maintenance (backups and file management), creating user accounts for students and staff, creating builds using ghost software, daily and weekly maintenance for all hardware (printers, fax machine, copiers, etc.)

6/1997–12/2002 **Verizon Communications** *Field Technician*
Portchester, NY 10573

Responsibilities: Installation and repair of analog telephone circuits in both residential and corporate environments, troubleshooting networks. DSL and ISDN trained and qualified. Troubleshooting POTS circuits.

4/1996-5/1997 **Warns Communications** *Telecommunication Technician*
Valhalla NY

Responsibilities: Installation and repair of telephone systems and computer networks. Experience with AT&T products, Merlin and Partner Telephone systems. Installations of various types of jacks and wires.

1/1982-3/1996 **PAR Dairy Inc.** *Owner/Operator*
W. Harrison, NY..10604

Responsibilities included all aspects of owning and operating a small business (accounting and billing, record keeping, inventory control, etc.)

1974–1982 **McDonald's** (franchise owner–Deluca Restaurants Inc.) *General Manager*
Bronx, NY

In 1974 started as a Crew Member and worked my way up through the ranks to become General Manager where I supervised 70 employees and five Assistant Managers. As General Manager I was responsible for hiring, training, and evaluations of all employees, scheduling, payroll, maintenance and repair of various equipment, general overall operation of a high-volume business. Other responsibilities included, ordering of products and supplies and working to control overhead expenses (labor, food costs and utilities).

EDUCATION

6/2003 **Skidmore College–CCI** *MSCE Master Certificate Program*

Intense certificate program at a Microsoft Certified Technical Center, modules include Window 2000, Active Directory,, Advanced Server, Windows XP, Migration Strategy, etc.

3/2003 **Skidmore College–CCI** *PC Support & Services Certificate Program*

Intense certificate program inline with the CompTia A+ and Net+ Certifications. Modules include DOS, Window 9x, Troubleshooting hardware and applications, etc.

1971–1975 **Msg. Scanlon High School**, Bronx, NY *Standard Academics*

References furnished upon request