

LaSalle Computer Learning Center
1111 N. Westshore Blvd., Suite 110
Tampa, FL 33607
T: 813-288-0110
www.lasallecomputer.com

Jane Gussman

CCNA, MCSE, Network

17 Cedar Place, Apt. 2B Santa Monica, CA 90210 (310) 555-4141
gussmanj@computer.com

SUMMARY

- LAN Administrator with experience in large-scale enterprise network design, deployment, security, and administration fields.
- Extensive troubleshooting and administration skills on IP networks, routers, and switches. In-depth knowledge of TCP/IP, IPX/SPX, and AppleTalk protocol suites and common WAN/LAN (leased line, FR, ATM) technology.
- Proven diagnosing abilities with attention to detail and ability to work effectively in a fast-paced environment.
- Bachelor's degree in computer science and CCNA, MCSE, and Network+ certified.

COMPUTER SKILLS

LAN/WAN, Linux/Unix, Sun Solaris, Cisco router/switch/access server, Internet, intranet service, Windows 95/98/NT/2000, MS Exchange Admin, TCP/IP, IPX/SPX and AppleTalk protocol, ATM, Microsoft Office Suite 97/2000.

CERTIFICATIONS

CCNA, MCSE, Network+

EXPERIENCE

LAN Administrator, *OneScape Inc.*, Jan. 2000–present

- Troubleshooting and resolving operational issues of LAN/WAN Internet/intranet remote access; enabling system backup and recovery while maintaining system security.
- Assisted telecommunication project manager in designing the WAN/LAN network and phone system structure, comprised of two Cisco 7507 core routers, two Cisco 6509 core switches, and 20+ Cisco 5509 site switches, and a Nortel Opt 81c PBX with 2,000 phone lines installed.
- Contract implementation and administration, management, and support of servers, networks, and workstations at the operating-system level.
- Monitoring network and server activity for performance and reliability, and working with the networking team to develop viable solutions and long-term resolutions.
- Managing the installation, configuration, and networking of system devices, operating systems software, and applications throughout the network.
- Migrated PCs from Windows 95 to Windows NT 4.0, including organizing and implementing staff training to increase user adaptability.

Helpdesk Technician, *OneScape Inc.*, April 1998–Jan. 2000

- Maintaining enterprise Exchange mail server, providing reliable e-mail service to more than 2,000 employees.
- Provide first-level hardware, software, and network support to more than 2,000 end-users, providing expedient resolutions with total customer satisfaction in mind.
- Assisted LAN technician with shifting users' information store from one server to another when transitions occurred.

EDUCATION

B.S., Computer Information Systems, University of Missouri, 1998

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Jesse Trigger, CIW

441 E. Hampton Lane Las Vegas, NV 99201 (555) 711-8090
jesse.trigger@vegas.com

KEY QUALIFICATIONS

- Expert Web developer experienced in HTML, XML, JavaScript, Dreamweaver, Photoshop, and Illustrator, as well as extensive experience in QA testing and research.
- 3+ years experience with web site development, Internet and e-mail marketing, and strategies to increase web site traffic.
- Strong technical writing background, interpersonal and project management skills, with ability to adapt to new technologies and applications proficiently.

TECHNICAL SKILLS

Programming: HTML, XML, ASP, JavaScript

Design Applications: Adobe Photoshop, Macromedia Dreamweaver, Macromedia Flash, Macromedia Fireworks, Adobe Illustrator, MS FrontPage, Corel Photo Draw, Photo Paint

Operating Systems: Windows 98/NT/2000/XP, Mac OS 8/9

Applications: Microsoft Office 97/2000, Adobe Acrobat Writer, Corel WordPerfect, FTP

CERTIFICATIONS

CIW Master Site Designer

EXPERIENCE

Internet Marketing Manager, Nabisco Corporation, May 1999–Nov. 2001

- IT project management of the day-to-day maintenance and development of the corporate web site, including content and web page creation, page layout, and design.
- Contributed to a full site release for www.nabisco.com from design concepts to launch, coordinating recommendations between marketing research firm and IS department.
- Constructed forms to enable support staff to efficiently answer questions and resolve problems related to the site and the development tools.
- Developed a standardized web traffic report using Accrue HitList and MS Excel, generating reports on a weekly basis to measure site traffic and the success of e-mail marketing campaigns and partner launches.
- Quality assurance testing of all site development prior to launch to ensure proper functionality and consistency with graphical user interface.
- Organized and compiled a monthly e-mail marketing campaign that enabled Nabisco to effectively communicate with affiliates, and to promote the launch of new showcases.
- Spearheaded the promotion of www.nabisco.com via search engine optimization strategies to increase company name recognition and site traffic.

EDUCATION

Bachelor of Science, Mass Communication, Marymount University, 1995

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Summing It All Up

The hardest part of résumé writing is committing to starting. Once you start to get your skills down on paper, you have something to work with. For additional résumé templates and worksheets to help you get started, visit <http://www.acetheitjob.com/>. You won't get it all right the first time, so make sure you keep refining how you present yourself. If you're not getting the response you expected, make sure you run your résumé by impartial parties for their input. Remember, your résumé is the first step to getting you the interview. It is well worth the investment in time.

Figures 2-1 through 2-4 include some samples of IT résumés.

Drew Majors	
1502 Beach Blvd., Costa Mesa, CA 90211, (714) 555-5531 drewmajors@computer.com	
KEY QUALIFICATIONS	
<ul style="list-style-type: none"> • Desktop Support Technician with excellent troubleshooting and customer service skills • Experienced in administration, configuration, and maintaining Windows 2000/XP environments • A+ and Brainbench Network Technical Support certified 	
TECHNICAL SKILLS	
Networking and desktop support Windows NT/2000, Windows 95/98/NT/2000/XP, TCP/IP	
Applications Microsoft Office Suite 2000/XP, Internet Explorer, Norton Antivirus 8.0, pcAnywhere	
CERTIFICATIONS	
CompTIA A+ Certification - <i>Candidate for completion</i>	
Brainbench MS Windows 2000 Server Migration	
Brainbench Computer Technical Support	
Brainbench Network Technical Support	
Additional courses and training Windows XP Administration	
EDUCATION	
Computer Certification Training Institute	2002
B.S., Mass Communication, Towson University	2000
EXPERIENCE	
Computer Consultant	
<ul style="list-style-type: none"> • Independent contractor consulting to small businesses for network and PC support services, including network installation and configuration, Internet connectivity, hardware troubleshooting, OS installation and configuration, PC repair, virus protection and security management, and backup management • Provided clients with onsite and offsite helpdesk support • Installed and maintained virus software, and automated downloads of the latest DAT files to ensure maximum security on the network • Performed software OS and application upgrades as necessary 	

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Tom Holmes

435 Aspen Drive • Park City, UT 84098

tholmes435@hotmail.com

801-555-8956 • (cell) 801-555-8888

PROFILE

Seasoned IS Director with expertise in leading multifunctional teams with a specialization in the following:

- MIS management
- Project management
- Systems development
- Planning/budgeting
- Design/specifications
- Staff supervision/training
- Testing and implementation
- Major conversions
- Turnaround strategies
- Customer support service
- Production systems
- Financial/sales systems

CAREER ACHIEVEMENTS

- As Project Director at Acme Corporation, brought critically needed cooperation and discipline to the Essex Manufacturing System, a \$5 million MRP/II project; instituted project planning, status reporting, and accountability; chaired status meetings; and upgraded relations between Systems and Manufacturing.
- Led the troubleshooting and resolution of project-threatening problems with vendor software packages on which the above system is based, identifying and correcting 400 major "bugs."
- As MIS Director at SYNTEX Corporation, installed Purchasing, Receiving, and Payables systems. Reduced purchase order cycle from four weeks to one, elevated receiving accuracy from 55% to 97%, increased staff productivity 25%, and saved over \$100,000 annually in overpayments.
- Promoted to MIS Director at SYNTEX after implementing the online Bill of Material and Inventory Control systems, which turned around inventory accuracy from 65% to 95%.
- Resolved serious vendor delivery problems and increased user involvement to successfully install the IBM 4000 Series and VSE and VM systems software at SYNTEX; also turned around the out-of-control computer operations.
- Converted TrueTone, Inc.'s obsolete systems, installing CICS and DL/1 in only three months versus the projected ten months by developing a conversion program to change the 150 programs.
- Installed TrueTone's Bill of Material and Parts Control systems, which helped reduce obsolete inventory 60%, from \$4 million down to \$1.6 million.
- Implemented, in record time, a comprehensive Service Control system upgrading the management of TrueTone's \$70 million service business.

EXPERIENCE

Project Director, Acme Corporation, Seattle, WA	1993–Present
MIS Director, SYNTEX Corporation, Irvine, CA	1988–1993
Senior Analyst, TrueTone, Inc., Anaheim, CA	1984–1988
Systems Analyst, Avery Company, Newport Beach, CA	1980–1984

EDUCATION

M.B.A. Computer Science, Washington State University, 1980
 B.S. Computer Science, Washington State University, 1978