

Denver W. Shrock

Willows, CA. 95988

Denver.Shrock@gmail.com

720-434-5955

To whom it may concern:

I completed my Associates Program requirements for Network Administration on May 19, 2004 from Westwood College of Technology. I graduated with a Bachelors degree in Information Systems Securities on May 6, 2006. I relocated to Chico CA in June of this year.

I want to bring to your attention the achievements, skills and technical abilities enabling me to maximize my efficiency. As an experienced and educated professional in the computer and networking industry for 15 years, I have the skills and knowledge you are seeking, which include but are not limited to:

- Lotus Notes and Outlook configuration.
- Blackberry and PDA configurations
- Blackberry Enterprise Server (BES) installation and maintenance.
- MS Windows 2000/XP/Vista configuration
- MS Server 2000/2003 configuration
- Experience building, troubleshooting and repairing computers.
- Domain creation and maintenance.
- MS Exchange server installation and maintenance.
- Strong customer skills and team-oriented.
- Web page design using Macromedia, FrontPage or HTML.
- VERITAS and Retrospect backup software
- Active Directory and Group Policy administration

If you are seeking a talented individual who stays abreast of technology. I understand technology and I am career-committed. I would be happy to talk with you to verify that my skills are what you are looking for.

I would welcome the chance for an interview to discuss your needs and outline my strengths in person. You may reach me at (720) 434-5955. Thank you for your time and consideration of my resume, and I look forward to speaking with you.

Sincerely,

Denver Shrock

Enclosure: Resume

Denver W. Shrock

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Denver@Shrocktech.com
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TECHNICAL SKILLS

- Windows Server 2003
- Sonicwall network appliances
- Local Area Networks (LAN)
- Virtual Private Network (VPN)
- Macromedia 8
- Exchange 2003
- MS Windows 98 - Vista
- Access Data Base
- Linux
- MS Front Page
- Active Directory
- Microsoft Office
- Cisco Systems
- PC Repair & Assembly
- Adobe CS4

EDUCATION

Westwood College, Denver, CO.

- Bachelor of Science in Information Systems Security, Graduation: 5/06
- Associate of Applied Science in Computer Network Engineering – Coursework completed.

CompTIA A+ Certified Technician

Hewlett-Packard Certified Technician

Network+ Trained

EMPLOYMENT HISTORY

Sierra Tech Computers. Paradise, CO.

07/09 - Present

Computer Repair

- Computer sales and service.
- Provide helpdesk support for issues like connecting to the internet to printing.
- Install all types of computer components like power supply's, memory, main boards and processors.
- Detect and remove all types of viruses, spyware and rootkits.
- Onsite or in house computer repair and customer service.
- Troubleshooting and repairing hardware and software issues.
- Working with the end users to make sure that everything is working properly.

Computer Concepts. Denver, CO.

05/08 - 05/09

Desktop support

- Provide customer support to remote users for computer, printer and data access problems.
- Maintain 60 Datacenter Servers running MS Server 2000 & MS Server 2003.
- Install MS Windows XP following the policy and procedure guidelines for end users.
- Configure and install Sonicwall VPN and firewall appliances using the policy and procedures guidelines.
- Work with coworkers to complete various projects.
- Respond to and repair server issues.
- Create, modify and delete users in MS Exchange 2003.
- Setup users profiles following the company's policy and procedure guidelines.

Spider Expressions. Aurora, CO.

07/96 - 06/09

Computer Technician (Contract)

- Analyze computer hardware and software problems and resolve technical issues.
- Install & maintain a MS Server 2003 server with MS Exchange 2003.
- Maintain 60 workstations running MS Windows XP, a MS Windows 2003 Server with exchange 2007 and a file server running MS Server 2000.
- Perform server system backups and verified backup integrity.
- Web design and web hosting.
- Design a network for an office using a total of 62 computers.
- Setup new computers for home users and move the old data over to the new computer.

Spherion /Kaiser Permanente, Englewood, CO.

04/07 - 04/08

Computer Technician (Contract)

- Problem-solving support for desktop hardware and operating environments, printers, network operating systems and end-user software applications.
- Coordinate and install end-user hardware and Software.
- Respond to help desk calls and/or Remedy cases; determine problems and resolve issues.
- Prepare new computers with images from a Pixy boot.
- Install Microsoft security patches on computers.

Protech Computers, Denver, CO.

11/06 - 04/07

Computer Technician (Contract)

- Repair desktop and laptop computer systems.
- Configure operating system settings for each customer either onsite or in the shop.
- Network configuration analysis.

Total Safety Inc., Denver, CO.

04/06 - 11-06

Instrument/Breathing Air Technician

- Provide quality workmanship in the cleaning, calibrating and repair of gas monitoring systems and breathing air equipment.
- Clean and calibrate all Total Safety owned monitoring and breathing air equipment
- Stage customer orders, load onto trucks, and deliver to the customer's site.
- Backup supervisor for scheduling, production and sourcing parts.
- Maintain work area and other production areas in a clean and orderly condition.

Sapphire/Northrop Grumman, Lafayette, CO.

04/05 - 03/06

Help Desk Technician (Contract)

- Provided first level technical phone support for Department of Homeland Security.
- Analyzed computer problems including network connectivity and password resets. Resolved technical issues.
- Arranged computer technicians for the repairs that could not be fixed over the phone.
- Enter customer data into call tracking system
- Ensure proper escalation procedures were followed.
- Assisted end users in installing security patches.
- Created work orders in Remedy Helpdesk Software.