

CORE COMPETENCIES

Highly motivated network administrator, SEO expert and PPC campaign manager with proven accomplishments in the following areas:

+ Building PC's from Parts, Hardware Repair and Troubleshooting	+ Providing Software and Hardware Support to the End User	+ Blackberry Support
+ Network & VPN Setup/Troubleshooting	+ Phone System Support	+ Project Execution/Planning
+ SEO, PPC, Keyword Research, Campaign Management	+ Microsoft Windows 3.1/98/NT/ME/2000/XP/2003 and Server Editions	+ Microsoft Office Products

Exceptional abilities in identifying new business opportunities; establishing/maintaining client relationships; Internet Marketing; Virus Removal; Comptia A+ Certified; DCSE Certified, Google Campaign Manager.

PROFESSIONAL EXPERIENCE

Carolina Computer Network Solutions,
(Charlotte, NC)
Consultant

6/05-Present

- SEO for Websites in categories such as, Technology, Construction, Finance, Health, Nutrition, Consulting, etc.
- Keyword Research, article writing, seo editing, campaign blueprinting, competition watching, etc.
- PPC Campaigns for companies in Furniture, Health, Fitness, Technology, Consulting, etc. using Google Adwords, Yahoo and other PPC methods.
- Sales and Project Management of projects over \$100k in Tangibles and Labor
- Setup Networks and Servers in Small Office and Manufacturing Environments
- Install and support/troubleshoot network and local printers, PC's, Win 2003 Sever, Citrix, Navision, Symantec Backup Exec & Symentec Antivirus
- Make necessary changes or additions to user objects, rights assignments, network security, VPN solutions
- Install wireless networking solutions and wireless printing solutions manage access and Cisco, Netscreen firewall/VPN tunnel/client setup

Rexam, (Charlotte, NC)
Help Desk Manager / Network Administrator

6/06-8/06

- Manage North American help desk and migration of help desk responsibilities to the U.K.
- Re-image desktop and laptops in a Microsoft network environment
- Install and support/troubleshoot network and local printers, PC's and other I.S. related devices in an office environment utilizing Support Magic tracking software
- Make necessary changes or additions to user objects, rights assignments, network security, etc.
- Manage blackberry support for North America
- Perform Daily back-ups of critical data for transport to an offsite secure location

- Manage and perform Windows 2003 server builds

Harris Teeter, (Matthews, NC)
Technology Deployment Specialist

3/06-5/06

- Inventory I.S. parts, computers, and peripherals for installation or repair of equipment
- Re-image desktop and laptops in a Novell/Microsoft network environment
- Install and support/troubleshoot network and local printers, PC's and other I.S. related devices in a retail store and corporate office environment utilizing Support Magic tracking software
- Work with Support Analyst staff to notify of necessary changes or additions to user objects, rights assignments, network security, etc.
- Perform new store rollouts and upgrade existing equipment

Compass Group NAD, (Charlotte, NC)
Help Desk Support

10/05-2/06

- Enter case and resolution into Remedy Request System
- Provide first level support to end users
- Troubleshoot IE issues and issues involving Java and Java Script
- Problem solving with network connectivity, email (Outlook), accounting software, modem, printer, other software installation and a wide variety of desktop and laptop PC issues
- Worked with users in home and corporate office environments with firewall protection
- Downtime at help desk used for reading and personal growth while waiting for a phone call, finished following up with customers, and after asking for anything else to help with
- Attend weekly meetings on updates and suggestions for improvement as a business unit

Unisys, (Charlotte, NC)
Desktop and Laptop Technician

7/05-10/05

- DCSE Certification
- Performed warranty repair and replacement on Dell and Gateway laptops and desktops
- Worked with users and other technicians in home and corporate office environments
- Scheduled onsite calls and managed my own schedule

UNC Greensboro, (Greensboro, NC)
ResNet Help Desk Support

5/04-6/05

- Troubleshoot network connectivity issues for residents living on the UNCG campus
- Repair ports in students rooms
- Clean viruses, spy-ware/ad ware off of machines and restore to working condition
- Secure PCs for safe internet/broadband connection using firewall, etc.
- Operate help desk and answer phone calls during normal operating hours
- Attend monthly meetings and make recommendations for improvements in customer relations

Carolina Panthers (Charlotte, NC)
Network/PC Technician

6/02-9/03

- Helped with transition and moving of equipment to training camp in Spartanburg, SC

- Troubleshooting end user problems with both hardware and software issues of varying complexities
- Troubleshoot network and connectivity issues
- Repair and setup up network ports
- Upgrade PCs and laptops
- Responsible for tape back-ups of the voice mail system and experience with analog phone punch downs and troubleshooting
- Experience with software installation conflict resolution
- Troubleshoot Local and Network Printer Issues and Repair/Un-jam Laser Printers
- Scan Invoices and Receipts into Database for accounting purposes
- Beta test custom software developed for coaching purposes

OTHER EXPERIENCE

Internship with Dr. Rider Orthodontics 2001-2003
Owner/Operator of Carolina Computer & Network Solutions 2001-Present

EDUCATION

4 Semesters of Pre-Dentistry UNC Greensboro; Greensboro, NC
Graduated with Honors Providence High; Charlotte, NC

PROFESSIONAL AWARDS. . . ACTIVITIES

Presidential Service Award
Who's Who Among American High School Students 3 Years
Eagle Scout
Leader Boy Scouts of America