

Objective

A challenging position in the Network and/or Information Security field which utilizes my 16+ years of PC/LAN and security experience.

Professional Experience

1998-present

Skowhegan Savings Bank, Skowhegan, ME 1998-2005

Network and Security Administrator/Officer

Provide leadership to one to two network and/or desktop support technicians. Design, deploy, manage and monitor all non-mainframe technology. Develop, test and implement PC/LAN operational and security strategy through tactical and strategic designs. Participate in yearly and ongoing budget recommendations for technology. Member of the IT Steering Committee and Information Security Committee.

- ◆ Senior technician for:
 - ◆ Network Security including security design, patching, and vulnerability testing
 - ◆ Multi-forest Active Directory architecture
 - ◆ Windows NT 4 Server, Windows 2000 Server and Windows Server 2003
 - ◆ Windows DNS, DHCP, WINS and SUS services
 - ◆ Server consolidation – Microsoft Virtual Server 2005
 - ◆ Windows 9x, NT4 Workstation, Windows 2000 Workstation and Windows XP Professional
 - ◆ Exchange 5.5 and 2003 servers
 - ◆ DMZ IIS, RADIUS, Web Filter and E-Mail Gateway servers
 - ◆ External network-based Intrusion Detection analysis and response
 - ◆ Change management testing via physical and virtual environments using Microsoft Virtual PC
 - ◆ McAfee Enterprise AntiVirus
 - ◆ Brightstor ArcServe and agents
- ◆ Technical support contact for:
 - ◆ Cisco PIX firewall
 - ◆ Disaster Recovery
 - ◆ Business Resumption
 - ◆ Y2K Testing
 - ◆ Internet Banking and Voice Response server
 - ◆ Microsoft SQL Server 7 and 2000
 - ◆ Dell PowerEdge and HP/Compaq Proliant servers
- ◆ Vendor technical support contact for:
 - ◆ Bay networks routers and hubs
 - ◆ Cisco switches
 - ◆ Verizon and AT&T Telecommunications
- ◆ Various other functions including, but are not limited to: Web development (FrontPage); Automation of admin tasks (Visual Basic); Microsoft Baseline Security Analyzer; Internal Intrusion Detection (Snort for Windows and arpwatc via Fedora Core 3); Log Consolidation (GFI LanGuard Security Event Log Manager); Design and Implementation of IT Help Desk; Imaging via Symantec Ghost 2003 and 9;

1995-1998

Hannaford Bros. Co, Scarborough, ME 1995-1998

Team Leader - Technical Support Help Desk; also Technical Support Specialist

Provide leadership to a small group of professionals chartered with desktop and network computing resources support. Participate in the evaluation of technology implementation with an on-going focus on support issues for the Team, and the impact on the company as a whole. Influence service vendors for increased service quality and/or reduced costs. Provide day-to-day support for associate PC and LAN issues, and secondary support to the Retail Support Desk for LAN-related issues. Perform maintenance and configuration on network servers as necessary. Coordinate service with vendors and consultants to satisfactorily service Hannaford associates.

- ◆ Managed successful support of migration from Banyan Vines to Window NT Server, Windows 95 workstations and Lotus Notes e-mail for 180+ sites.
- ◆ Instituted escalation, followup, and internal team procedures to significantly enhance Team service levels, acknowledged by feedback of Hannaford associates.
- ◆ Implemented remote location support program designed to minimize the total cost of support for the company distribution centers and remote corporate
- ◆ Implemented reporting from database product for evaluation of Team performance, making recommendations to Technical Support Manager in areas of Team weaknesses.
- ◆ Led Team self-evaluation discussions to develop functional procedures of new Team's role.

Ronald R. Bernier, Jr.

ron_bernier@yahoo.com

(207) 713-1998

Casco Northern Bank (Bank of Boston), Portland, ME 1987-1995

- 1993-1995 **Systems Specialist**
Support and direct three computer support personnel on LAN, WAN and PC issues. Standardize and document WAN configurations and procedures. Evaluate, recommend and implement new technologies. Audit WAN security. Install and upgrade new file servers. Coordinate and communicate all network changes to Corporate Networking and to internal support personnel.
- 1992-1993 **Senior Business Systems Analyst**
Design, audit and support seven-server WAN on both Novell Netware and Banyan Vines. Provide hardware and software support for PC-users. Document procedures and configurations on WAN. Evaluate, recommend and implement NOS upgrades on both Novell Netware and Banyan Vines. Evaluate, recommend and implement new technologies. Work with Corporate Networking Technologies department on corporate-wide projects.
- 1991-1992 **Business Systems Analyst**
Support four-server WAN on Banyan Vines. Document procedures and configurations on WAN. Implement NOS upgrades for four-server WAN. Provide hardware and software support for PC-users. Perform individualized Windows and Windows applications training and orientation.
- 1990-1991 **WAN Administrator**
Support four-server WAN on Banyan Vines. Perform NOS upgrades. Provide hardware and software support for PC-users. Implement security for WAN. Document configurations and procedures. Develop in-house database applications for business partner use. Provide software upgrade training.
- 1989-1990 **PC Administrator**
Provide hardware and software support for 250 PC-users. Implement inventory and asset-tracking controls to minimize depletion. Develop, coordinate and deliver training programs. Research and evaluate technologies.
- 1989 **Credit Control Specialist**
Oversee \$400K delinquent consumer loan portfolio. Developed automated billing, tracking and amortization system to accurately report real-time status of portfolio.
- 1988-1989 **Credit Analyst**
Analyze and document company financials in Bank-standard format. Facilitate development of commercial loans not exceeding \$10MM. Re-engineered Projected Commercial Loan Balance report, reducing labor costs to produce from 15-person days per month to less than 5 hours per month.
- 1987-1988 **Credit Clerk**
Maintained Commercial Credit files for loan integrity.

Education

B.S. – University of Southern Maine, Portland, ME; Major: Business Administration

Professional Certifications

- ◆ Cisco Certified Network Associate – Projected EOY 2005
- ◆ Microsoft Certified Software Engineer (MCSE) on Windows 2000 – Apr 2005
- ◆ MCSE: Security on Windows 2000 – Apr 2005
- ◆ Comptia Security+ - Apr 2005
- ◆ Microsoft Certified Professional Accelerated Windows 2000 Exam – Dec 2001
- ◆ MCSE on Windows NT4 – Nov 2000
- ◆ Microsoft Certified Professional + Internet – Nov 2000
- ◆ Certified Banyan Engineer – 1994
- ◆ Certified Novell Administrator – 1994