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**OBJECTIVE:** To use my PC hardware and software testing and coding skills in a challenging position where I can advance my skills and be a valuable asset to my employer.

**HARDWARE:** PC Hardware and peripherals, hardware troubleshooting, Token-Ring And Ethernet network connectivity and cabling, server and gateway configuration and initialization, and LaserJet printer connectivity, troubleshooting and maintenance.

**SOFTWARE:** Windows 2000 Server, Adv. Server, Windows XP Home and Professional versions, Windows NT Server 4.0, Windows 95, 98, ME, and XP, MS-DOS 6.22, Windows for Workgroups 3.11, OS/2, Novell Netware 3.12, OS/2 LanServer 4.0, Most Microsoft Applications including Office XP and 2000, Outlook 2002, Front Page 2002, Visual Studio 6.0, TCP/IP and IPX/SPX protocols with NetBeui, SQL 6.5, 7.0, and 2000.

**SKILLS:** Experience running VBScripts, some Visual Basic and C++ coding and debugging skills, familiarity with Tactics automation suites, setup and use of NT debugging equipment with both KD and NTSD techniques.

**EXPERIENCE:**

3/02 to 4/02 Click2Learn, Inc.  
QA ENGINEER  
Temporary position testing web site information and learning modules for National Guard online education. Editing storyboards prior to export into Content Development Server, following guidelines established by military protocol. QA of final product before posting to live site.

8/01 to 12/01 Volt Services Group, Inc.  
SOFTWARE TEST ENGINEER 2  
Contract with Windows CE Embedded platform group testing Messenger instant communications including RTC and .NET on various platforms. Developed test cases, ran all manual tests using Tactics, reported bugs in Raid 4.5, worked closely with developers to resolve issues related to various platforms including basic OS interoperability.

12/00 to 3/01 Volt Services Group, Inc.  
SOFTWARE TEST ENGINEER 2  
Contract with Consumer Division Group performing UI.NET testing on Visual Studio 7. Wrote test cases and outlined test pass specifications.

12/99 to 7/00 Volt Services Group, Inc.  
SOFTWARE TEST ENGINEER 2  
Contract with Windows QFE Division, interacting with vendors and developers to improve interoperability. Also worked in regression of Windows 95 and 98 issues on Windows ME prior to release.

7/99 to 11/99 Volt Services Group, Inc.  
SOFTWARE TEST ENGINEER 2  
Contract with Windows 2000 3<sup>rd</sup> Party Server Apps Division, interacting with vendors and developers to improve interoperability of Server programs. Also working in printing and imaging group testing print capabilities within Windows 2000.

3/99 to 6/99	Volt Services Group, Inc. SOFTWARE TEST ENGINEER 2 Contract with MSN prior to release of Windows 98 Second Edition testing MSN signup procedures and overall OOBE experience. as well as server-client and workstation applications.
4/98 to 3/99	Volt Services Group, Inc SOFTWARE TEST ENGINEER 1 Continued contract in Site Server 3.0. Skills increased in basic HTML coding, ASP pages and Active Directory used in Windows 2000.
8/97-4/98	CCZ, Inc., SOFTWARE TEST ENGINEER 1 Testing Site Server 3.0 for release, using Visual Test, Raid and Test Case Manager. Responsible for configuration and maintenance of Compaq servers, Dell workstations and HP Servers at Microsoft as an independent contractor in the Internet Services Business Unit and Commercial Systems Division. Exposure to Visual Basic, Visual Test, and batch file automated testing. Wrote and implemented test cases and descriptions for testing protocols.
7/95 - 2/97	Mutual Travel, Inc. DESKTOP SUPPORT SPECIALIST Refurbishing equipment at component level. Installing and configuring computer components, software programs, network and operating system software for optimum performance. Used diagnostic software, associated test equipment, and service manuals to determine faulty components. Responsible for help desk troubleshooting. Responsible for system-wide backups. Assisted in conversion from Novell 3.12 to OS/2 LAN Server 4.0 and then to Windows NT 4.0.
EDUCATION: 8/02 to present	University of Phoenix, Phoenix, AZ Currently working on MS in Computer Information Systems Scheduled to complete in the Spring of 2004.
9/93 - 8/95	North Seattle Community College, Seattle, WA NETWORK TECHNOLOGY SPECIALIST - certificate COMPUTER SERVICE TECHNOLOGY SPECIALIST - certificate
9/86 - 6/89	Walla Walla College, College Place, WA Bachelor of Arts in BUSINESS ADMINISTRATION Bachelor of Science in AUTOMOTIVE TECHNOLOGY Degrees conferred: June, 1989

## References

Randy Reeder  
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Dave Brombaugh  
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Classes I have already taken towards Master's degree in Computer Information Systems (grades available on request):

**COMPLETED COURSES: -**

Course	Course Title	Course Credit	Start Date	End Date	Instructor
COM/515	MANAGERIAL COMMUNICATION	1	06/27/2002	07/11/2002	ERNEST PRICE
ORG/502	HUMAN RELATIONS AND ORGANIZATIONAL BEHAVIOR	3	08/08/2002	09/12/2002	LAWRENCE AUDLER
LAW/529	LEGAL ENVIRONMENT OF BUSINESS	3	09/26/2002	10/31/2002	LINDA FRIED
ACC/529	ACCOUNTING FOR MANAGERIAL DECISION MAKING	3	11/14/2002	01/15/2003	MICHAEL MONROE
CSS/561	PROGRAMMING CONCEPTS	3	01/23/2003	03/05/2003	AARON NEWMAN
CMGT/555	SYSTEMS ANALYSIS AND DEVELOPMENT	3	03/13/2003	04/23/2003	ROBERT EMIGH
CMGT/575	CIS PROJECT MANAGEMENT	3	05/01/2003	06/11/2003	MASUD KADRI
CMGT/576	PROGRAMMING MANAGEMENT	3	06/19/2003	07/30/2003	NEIL JACOBSON
CSS/558	DATA BASE CONCEPTS I	3	08/07/2003	09/17/2003	SHYUH-DAHN HUARNG
CSS/559	DATA BASE CONCEPTS II	3	09/25/2003	11/05/2003	SARAH SEAY
TCM/537	NETWORKS/DATACOM I	3	11/13/2003	01/14/2004	JOSEPH ROBERTS

**CURRENT AND SCHEDULED COURSES:**

Course	Course Title	Course Credit	Start Date	End Date	Instructor
TCM/538	NETWORKS/DATACOM II	3	01/22/2004	03/03/2004	Vaughn White
CMGT/585	CIS RISK MANAGEMENT & STRATEGIC PLANNING	3	03/11/2004	04/21/2004	