

Mary Grace Ventura

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Objective **A position as Network Administrator or HelpDesk Support Specialist**

Profile

- Nearly 10 years practical experience in design, installation and maintenance of Computer Networks
- Extensive experience as Quality Assurance Analyst, Network Support and Desktop Support Specialist
- Multi-faceted skills, able to communicate technical concepts to non-technical audiences
- Highly dedicated employee with proven ability to work effectively with peers and management staff

Education & Certifications

B.S. Computer Science, Polytechnic University of the Philippines, 1984
M.S. Educational Technology, Northern Arizona University, some courses, 2006
MCP (Microsoft Certified Professional)
Certificate in Network Support Specialist
Introduction to Unix – UC Davis University Extension, 1996
Currently enrolled in MCSA (Microsoft Certified Systems Administrator) Occupational Skills Center

Relevant Experience & Accomplishments

Networking Skills

- Currently preparing to take exams for MCSA credential (Microsoft Certified Systems Administrator)
- Experience teaching Networking courses
- Installed, configured and setup workstations and peripherals in Novel4.11, WINNT4.0 & Macintosh network environment
- Coordinated with vendors regarding hardware or software malfunction.
- Participated in hardware evaluation and purchasing of network system. Conducted systems evaluation and prepared a proposal

End-User Training, Support & Configuration Skills

- Taught Introduction to Networking and Introduction to Security and Countermeasures in Networking
 - Troubleshoot application programs such as MSOffice2007, 2000 (Word, Excel, PowerPoint) and database software in a multi operating system such as Novell system or WINNT4.0
 - Trained new users, installed setup, upgraded and maintained computer lab
 - Conducted inventory and audit of computer systems
 - Participated in hardware evaluation and purchase of equipment
 - Configured laptops to connect to network remotely using Remote Access
 - Coordinated data processing needs of the users to Hawkins Data Center
 - Participated in data migration and systems conversion
 - Run programs created in COBOL using FUJITSU and IBM360 mainframe
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Employment	Adjunct Faculty , <i>Heald College</i> , Sacramento	4/08 – 7/08
	Computer Site Technician , <i>Sacramento Unified School District</i> – Sacramento, CA	1/07 – 6/07
	Program Coordinator / Outreach , <i>Infoline Sacramento County</i> – Sacramento, CA	7/02 – 11/04
	Installer , <i>HCI</i> – San Francisco	9/00 – 1/01
	Help Desk Support , <i>GMAC</i> – San Francisco	05/00 – 7/00
	Front Line Technician , <i>VOLT Temporary Agency</i> – Elk Grove, CA	9/99 – 11/99
	Assistant Info. Systems Analyst , <i>Western States Info Network</i> – Sacramento, CA	8/98 – 7/99
	Assistant Info. Systems Analyst , <i>RA McGee Training Facility, CDC</i> – Sacramento, CA	6/97 – 7/98