

Mary Grace Ventura

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Objective	A position as Network Administrator or HelpDesk Support Specialist
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Profile	<ul style="list-style-type: none">• 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.
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Education	<p>B.S. Computer Science, Polytechnic University of the Philippines, 1984 M.S. Educational Technology, Northern Arizona University, IT courses, 2006 MCP (Microsoft Certified Professional) Certificate in Network Support Specialist Introduction to Unix – UC Davis University Extension Currently enrolled in MCSA (Microsoft Certified Systems Administrator) Occupational Skills Center</p>
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Relevant Experience & Accomplishments	
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	<p>Networking Skills</p> <ul style="list-style-type: none">• Currently preparing to take exams for MCSA credential (Microsoft Certified Systems Administrator)• Experience teaching Networking courses• Installed, configured, setup workstations and maintained systems 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. Trained users <p>End-User Training, Support & Configuration Skills</p> <ul style="list-style-type: none">• Taught Introduction to Networking and Introduction to Security and Countermeasures in Networking• Troubleshoot application programs such as MSOffice2007, 2000 (MSWord, MSEXcel, MSPowerpoint 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 the 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	<p>Adjunct Faculty, <i>Heald College</i>, Sacramento 4/08 – 7/08</p> <ul style="list-style-type: none">• Taught Introduction to Networking and Introduction to Security and Countermeasures in Networking <p>Computer Site Technician, <i>Sacramento Unified School District</i> – Sacramento, CA 1/07 – 6/07</p> <ul style="list-style-type: none">• Troubleshoot hardware and software problems in Novell5.11 network environment, installed setup computer systems, image the hard drive, install printer, supported needs of WINXP users in network environment. Coordinated users needs to supervisor
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Employment
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- Program Coordinator / Outreach, Infoline Sacramento** – Sacramento, CA 7/02 – 11/04
- Information and Referral for different services available in Sacramento County
 - Edited and proof read website content for Community Council
 - Assisted clients via phone, relay and face to face at the Self Help Center
 - Updated Directory on Disk and back-up; Visited satellite offices and upgraded IRIS 2.0 database system
 - Attended various outreach, various social services, distributed flyers, edited and proofread website information at Community Council
 - Conducted follow-up calls with senior citizens. Verified non-profit agencies information in database
- Installer, HCI** – San Francisco 9/00 – 1/20
- Installed coaxial cable, fiber optic cable, bits timing and alarm cable, grounds to OC48, run cables, tested the coaxial cables, dressed the Kentrox, and titans, installed coaxial cables to DSX3/DSX1 panels and setup panels
- Help Desk Support, GMAC** – San Francisco 05/00 – 7/00
- Installed, setup, configured and resolved hardware and software problems in WIN98/WINNT4.0/WIN95, and Macintosh systems
 - Configured Dial Up Networking for laptops and PC's
 - Deleted virus in PC using McAfee Virus Scan and unlock users using User Manager for Domains in NT
 - Installed Outlook97. Maintained trouble ticket using Remedy
- Front Line Technician, VOLT Temporary Agency** – Elk Grove, CA 9/99 – 11/99
- Provided helpdesk/desktop support to iMac users and logged calls using Vantive
- Assistant Info. Systems Analyst, Western States Info Network** – Sacramento, CA 8/98 – 7/99
- Provided Helpdesk/Desktop support and logged calls using MS Excel
 - Conducted troubleshooting of HW/SW problems of Macintosh and PC users in WIN95 under Novell4.11 network environment and stand-alone systems
 - Installed Novell Mac client and GroupWise to Macintosh systems
 - Coordinated with Hawkins Data Center the data processing needs of users
 - Conducted computer inventory and Y2K testing in desktop level using TF2000
 - Evaluated the MTI database system and prepared a proposal
 - Prepared Cost Analysis. Implemented computer systems conversion. Participated in the evaluation/purchase of hardware and software
 - Coordinated with programmers & IT Consultant to upgrade GroupWise mail system
- Assistant Info. Systems Analyst, RA McGee Training Facility – CDC** – Sacramento, CA 6/97 – 7/98
- Provided Helpdesk/Desktop support and , logged calls using MS Excel
 - Conducted troubleshooting HW/SW problems of Macintosh and PC users in a WIN NT 4.0 workstation under WINNT4.0 network
 - Installed, setup, maintained and configured 200 WINNT 4.0 workstations in network environment
 - Conducted computer inventory, audited the system and prepared the report using MSExcel. Evaluated and coordinated the various needs of users to supervisor
 - Maintained computer lab, upgraded software and hardware, changed NIC cards, prepared a backup system. Installed hub, cabled and tested connection of computers to the hub and vice versa. Trained new WINNT 4.0 users