

David Harris, MCSE, MCP, MCP+I

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NETWORK ENGINEER

Quality-driven network engineer with 15+ years of overall experience and consistency in successful design, installation, troubleshooting, and administration functions for wide range of network equipment and systems. Precise, detailed approach to LAN/WAN administration and project management, demonstrating ability to analyze complex structures and identify problems quickly. Maintain excellent communications with team members, management, and partners. Advanced abilities in solutions design using Cisco products. Additional skill areas:

**Disaster Recovery ▪ Systems Testing & Evaluation ▪ Network Infrastructure Design & Implementation
Staff Training & Development ▪ Troubleshooting & Problem Resolution ▪ End User Support
Quality Assurance Standards ▪ IS Security Strategies ▪ Customer Retention ▪ Project Management**

Technology Summary:

Software:	MS MS Office 2000/XP/2003, Lotus Suite, Corel Office Suite, AutoCAD 11/12, Publisher, Photoshop, PageMaker
Platforms:	UNIX, CPM, MacOS, Windows 95/98/NT/2000/XP/Server 2003, Exchange 5.5/2000/2003, AS/400, Novell Netware, Lantastic
Other:	Hardware raid, DNS, DHCP, Active Directory, Group Policies, Remote Installation Service, Automatic Update Services, Web Services, Sharepoint Services

PROFESSIONAL EXPERIENCE

SACRAMENTO REGIONAL CENTER, Sacramento, CA

1999 – Present

Network Engineer

Recruited from center's former service provider CKC to perform various design, installation, and support functions for LAN/WAN comprised of 6 servers, 350+ PCs/notebooks, Cisco routers and switches, 7 IP phones, and other components. Service infrastructure spanning 3 sites and 6 buildings of non-profit organization. Work with and supervise team of 5+ in IS department on various technology functions and activities. Key Contributions:

- Generated cost savings by revamping network design, installing new firewall system, and leveraging expertise in various areas of technology to eliminate need for external vendors.
- Migrated PCs from Novell to Windows environment, implemented 104 additional PCs within 2 weeks with zero flow disruption, and recently built over 70 computers to strengthen organization's IT infrastructure.
- Introduced VoIP to integrate entire telecommunications system, savings costs and allowing for both 4-digit dialing and ability to transfer voice messages to any site.
- Maintained testing laboratory with DMZ firewall, 2 domain controllers each on internal interface and DMZ, wireless access point, Cisco voice router, and 3 switches. Identified problems quickly through lab approach.
- Contributed to organization's achievement of #1 ranking among 21 regional centers for use of technology, cost containment strategies, and customer feedback.

COMPUTER CORPORATION, Sacramento, CA

1997 – 1998

Network Engineer / Technical Operations Manager

Provided full-service networking and cabling systems design/support in small company environment. Scope of responsibility included hardware configuration, network design and implementation (single and multi-platform environments), application/systems installation, project management, and technical support. Challenged to train staff on various network/PC technologies. Key Contributions:

- Expanded company's technology capabilities by designing servers and workstations for computing environment, keeping organization current with new technologies.
- Pinpointed and resolved problems in early stages of development to avoid time/cost expenses. Contributed to improved team capabilities through training initiatives. *(Continued)*

COMPUTERS R US, Sacramento, CA

1997

Network Engineer

Worked with small companies in building, maintaining, and supporting PC-based networks. *Key Contributions:*

- Gained strong background in customer needs assessment and support in variety of environments.
- Provided outstanding support to Valley Mountain Regional Center, leading to future recruitment for hire.

HARRIS PRODUCTIONS, Orlando, FL

1986 – 1996

Technology & Business Consultant

Consulted with client companies to provide expertise and support across various technology and business issues. Secured contracts, managed budget, and coordinated project schedules within client engagements. *Key Contributions:*

- Assisted small businesses in upgrading hardware and software to keep systems up-to-date and functional.
- Built client base from zero to 30 in diverse industries (Real Estate, Computer Services, Professional Services).

VIDEO SERVICES, Albany, NY

1984 – 1986

Technical Operations Manager / Engineering Technician

Key Contributions:

- Oversaw day-to-day operations and maintained workload consistency for all team members.
- Assisted in design of audio systems for tournaments; maintained personal customer base.

ADDITIONAL POSITIONS:

Sales/Customer Service Representative – SEARS, ROEBUCK & CO., Newington, NH/Ocala, FL

- Earned several Customer Service Awards for exemplary service performance.

Technical Manager, Market Research – NORTHEAST MARKETING SERVICES, Wilmington, MA

- Consulted with companies regarding software, computers, and technological advances to help company growth.

MILITARY:

Aircraft Maintenance Specialist – UNITED STATES AIR FORCE

- Honor Graduate, BMTS / Outstanding Unit Awards / Small Arms Expert Marksmanship Awards

EDUCATION

Dynamic Solutions – Sacramento, CA

Networking Infrastructure / Network-Router & Advanced Implementation / Network- Design

Salvation Army – Sacramento, CA

Microsoft Certified Systems Engineer, Windows NT and Windows 2000

Frankling Pierce College, Hesser College – Portsmouth, NH

Financial Management & Accounting Coursework

GTE Sylvania Technical Institute – Waltham, MA

Telecommunications Electronics Coursework

Registered Member, Microsoft Partner Program

Active Member, 1997 – Present