

RONALD W. BOULDWARE

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614 552-4295 w

Information Technology Professional

*Network Administrator III * Systems Consultant * Security Consultant*

Certifications

Novell.



TECHNICAL EXPERTISE:

Years of experience designing & maintaining Windows 2000/2003 & Novell Netware Client/Server based Networks * VPN Network Design & Admin * VoIP * LAN * WAN * Virus Prevention * Disaster Recovery Planning & Admin. * Security Admin. * Email Admin. * Web Interface Developer * CCTV IP Network Security Design * Power Management Design, Installation, & Maintenance.

*Proven expertise in: Providing solutions to business process needs.
Troubleshooting to Solution in impressively reasonable time.
Amazing continuity of service results.*

PROFILE:

- Novell Certified Engineer Netware CNE
- Excellent knowledge and application of all Microsoft products.
- Dual Major Computer Science and Analog/Digital Electronics Engineering
- A+ Certified Technician with years of experience in electronics/computer repair.
- Expert system level troubleshooter, solution developer, and project manager.
- Years of experience supervising and supporting engineers and technicians.
- Exceptional communications skills and very effective customer service liaison.
- Typically function as one of the key players on team projects.

EXPERIENCE:

Technology Outsourcing, 1998 to Present

Systems Consultant/Network Administrator/Security Consultant;

Complete outsourcing services for small businesses 10-150 users. Manage personnel operational and technical activities. Establish policy and procedures guidelines. Create and maintain budget for entire organization, evaluate and approve all purchases. Senior customer service contact person. Work with Novell directory services as well as Microsoft active directory to provide complete network administration. Work with clients as their onsite network engineer to upgrade maintain and repair routers and other network appliances as needed.

- Network Architect for multiple location connectivity providing VPN, VoIP, & custom access.
- System Level Administration and Security management.
- Disaster Readiness and Recovery Planning and testing.
- Desktop Hardware/Software Support.
- Help Desk Tier 2 & 3 Support.
- Project Manager (System Rollouts, etc...).
- Software Development (Desktop Applications, Web based apps & scripts, etc...).
- Power management consulting and implementation.

Technology Profile

Server Maint.
& Admin.

PC Conf.
Hardware &
Software

Netware

AS/400

Linux

Windows
Server 2003,
2000, NT4.0

WinXp,
Win2000pro,
Win98,95

DOS

MS Office
Products

MS SQL
MYSQL
MS Mail
MS Exchange
Sybase
Citrix
Needles
Juris

*Technology
Profile*

Cisco
Linksys
Bay Networks
Dlink
Netgear
Netopia

Dell
HP
IBM
Compaq
Proliant
Power Spec

APC

Xerox

LexMark

EXPERIENCE (Cont):

State of Ohio Information Systems - ODH, OEPA, ORSC, & ODOC 1994 to 1998

Network Administrator 2&3, Programmer Specialist I, & Computer Operator II;

Began working at the desktop level providing workstation repair & help desk support for more than 800 users. Increased responsibilities included infrastructure management and network administration support. Began developing software applications as required for departmental use. Planned and implemented network NOS & hardware upgrades. Assumed responsibilities for WAN & provided complete support for agency WAN environment. Developed project plan, mapped & installed MS Exchange e-mail system for multiple platform agency wide use. Communicated with vendors to coordinate equipment purchases, and provide forecasting information to upper management.

Mediq Equipment & Maintenance Services Inc. 1988 to 1994

Senior Systems Engineer & Regional Technical Support;

Responsible for all levels of maintenance on assigned CT (Computed Tomography) units, training and assisting assigned 26+ engineers on proper troubleshooting and repair procedures, developing & publishing safety & repair procedures for all engineers use, travel to sites evaluate and make decisions necessary to restore systems experiencing major problems. 1987 to 1988
QA/Bench Engineer: Responsible for quality assurance testing and component level repair of all computer equipment including peripheral devices.

GE. Medical Systems / Technicare Corp. 1983 to 1987

Field Service Engineer; Responsible for installations, repair, and modification of C.T. equipment. Customer relations involving business and technical matters. Power Generation specialist.

EDUCATION:

2008 to Present Walden University
In process B.S. in Business Administration & I.S. Management.

1999 to 2001 Columbus State Community College
Started B.S. in Business Management (Honors Student)

1996 to 1997 Novell Education Babbage & Simmel Col., Ohio
Novell CNE 4.1 Track CNE, CNA, A+ Certified

1979 to 1981 U. S. Air Force Technical Institute Rantoul, Ill.
Associates Equivalent in Computer Science & Electronics Technology