

Dedicated, committed IT Manager seeks career at **Abercrombie & Fitch** utilizing my **management, organizational, communications** and **technical** experience.

Personal Attributes

- ◆ Enjoys **troubleshooting** and **problem-solving**
- ◆ Listens attentively and **communicates clearly**, both in writing and in person
- ◆ **Team player** who interacts well with co-workers, clients, and vendors
- ◆ **Manages large projects** while staying focused on **important details**
- ◆ **Inquisitive**, eager to upgrade skills and expand knowledge

Technical Skills and Experience

- ◆Mac OS X Server ◆Windows Server ◆Microsoft IIS ◆Apache ◆HTML ◆PHP/MySQL
- ◆Microsoft Office Suite ◆PhotoShop ◆InDesign ◆Dreamweaver

Network & Servers

- ◆ Various **file** servers, **mail** servers, **print** servers, **calendar** servers, and **FTP** servers
- ◆ Apache and Microsoft IIS **web** servers
- ◆ Remote desktop software: Apple, Microsoft, VNC, & Timbuktu
- ◆ Firewalls, routers, switches and hubs from Cisco, Asante, Linksys, and others
- ◆ IP, AppleShare, SMB, Bonjour

Desktop & Laptop

- ◆ Mac OS X: All versions from 10.0 Cheetah to 10.5 Leopard
- ◆ Windows: All versions from 3.1 through Windows Vista
- ◆ Desktops & laptops from Apple, HP/Compaq, Dell, and other makes

Project & Team Management

- ◆ Organized office move including complete build-out of IT network and phone infrastructure
- ◆ Oversaw major platform migration, including compatibility testing and training staff
- ◆ Supervised Help Desk
- ◆ Specified and purchased computers, network equipment, and IT supplies

Technical Writing

- ◆ Collaborated on proposals for government contracts (RFPs) and grants
- ◆ Documented IT procedures in **plain English** for non-IT staff
- ◆ Designed style guides
- ◆ Edited writing from multiple authors for consistency of style

Employment History

PWB Marketing Communications, Ann Arbor, MI	IT Manager	2001-2008
Sequoia NET.com, Auburn Hills, MI	Network Engineer	2000-2001
Detroit Country Day School, Beverly Hills, MI	Technology Specialist	1996-2000
Your Mac Expert, Oak Park, MI	Proprietor	1993-1996
Inacomp, Troy, MI	Help Desk Supervisor	1991-1992