

RESUME

Alan David Burnham
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CAREER OBJECTIVES:

Seeking a computer/network tech support position where I can expand my knowledge and abilities in the repair and maintenance of PCs, and networks. It is my desire to continually progress in the area of network administration.

CERTIFICATIONS:

Microsoft Certified Professional ID. # 1172574
Microsoft Windows 2000 Professional (Exam 70-210)
Microsoft Windows 2000 Server (Exam 70-215)
Microsoft Networking Essentials (Exam 70-058)
A + Certified (Both Hardware and Operating System)

Present Responsibilities:

Beyond the everyday repair of PC hardware and software I am involved with mainframe terminal maintenance and the continuing repairs and upgrades of the local area network (Ethernet 10 and 100 Mbs. We recently removed all Tolken Ring systems.) I also planned and set up a single mode fiber optic Ethernet link to a remote site 5 miles away. It has also been my responsibility to set up unusual systems, example a hearing test system in Health services. I am the local DOS expert.

EDUCATION:

August 2001 – Nov. 2002 SmartCertify – Online course covering necessary information for passing the (MCSE) Microsoft Certified System Engineer exams.

2001 CompuMaster - Supporting, Troubleshooting and Optimizing Windows 2000 (Two Day)

1999 - 2002 Five different Microsoft (One Day) seminars on Windows 2000 and related subjects.

August 1998 CTTC (Computer Technician Training Center, Westbrook, Maine) Computer tech support course. This is an intensive 240-hour course of study covering PC repairs, maintenance and networking including hardware and software configurations in MSDOS, Windows 3.x, Windows 95 and Windows NT. I received a 99% average at this school.

June 1998 Maine Quality Center (KVTC) TechKnowledge computer network support course. Classes included networking, PC support, team building, tech writing, customer service and more.

June 1997 Maine Quality Center (KVTC) EnvisioNet computer help desk/tech support course. This course included classes in MS Office, PC, UNIX and Mac operating systems, networking, customer service, team building, workplace safety, keyboarding and more.

1990 –Present Intensive self-education in computers and operating systems including Windows 3X, 9X, NT ,2000 and XP, plus MSDOS and Linux. My proficiency includes the set up and configuration of personal computers (both software and hardware) I have built many computers. I have a working knowledge of HTML / Java Script and a strong knowledge of the Internet. My Internet home page www.burnham.us illustrates my abilities with HTML in Notepad and MS FrontPage. I have a home LAN between three computers using both wire and 802.11B wireless technology. I have taught courses in Windows 3.X and Windows 95.

1979 - 1989 Various automotive short courses and seminars.

1974 - 1975 University of Maine at Augusta, Major: Sciences.

1967 - 1968 University of Maine at Orono, Major: Mechanical Technology.

1967 Graduated Dixfield High School, Dixfield, Maine.

WORK EXPERIENCE:

April 1999 – Present General Electric Automation Services (formerly known as ICS) Office and industrial tech support of PCs (both hardware and software), terminals, networking, process control, and additional duties at Androscoggin Mill, International Paper in Jay, Maine.

Nov. 1998 – April 1999 Capitol Computers in Augusta, Maine. PC repair technician.

Jan. 1997 – Nov. 1998 Part time self-employed doing PC support and repairs.

Aug. 1997 - March 1998 SCI Systems in Augusta, Maine. Circuit board final inspector and soldering of all components to circuit boards.

Jan. 1996 - July 1997 Various temporary jobs for Manpower in Auburn, Maine.

Jan. 1993 - Jan. 1996 Department Manager for Farmington Wal-Mart. Worked as Automotive Department Manager and Electronics Department Manager. I was responsible for the complete management of the departments, with little upper management supervision. While managing the electronics department my responsibilities included the supervision of four employees. Both of my departments were often in the company honour roll for outstanding sales and sales increases.

1991 – 1992 Temporary part time as technical advisor to Jay Tire and Service Co.

1979 - 1991 Precision Service Company, Jay, Maine, Owner-operator of a full line automotive repair and service facility and used car dealership. Duties included parts and service management, car salesman and repair technician. At times responsible for the supervision of up to four employees.

INTERESTS AND HOBBIES:

Home computer, licensed private pilot, amateur photographer, amateur musician (guitar), gardening, white water rafting, skiing. You may view my Web site at www.burnham.us .