

Brad Shields
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OBJECTIVE

I am seeking an entry level position under your employment emphasizing my technical and communication skills through my knowledge of computers and networking.

PROFILE

- Formally educated in Microsoft Windows, Microsoft Word, Excel, Outlook, and PowerPoint, as well as various versions of open-source operating systems such as Linux variations as well as multiple Unix based installations.
- Extensive knowledge of PC setup and installation, as well as various peripherals, and file updating.
- More than 10 years of personal experience in system repair, upgrading, and troubleshooting.
- My experience with computers begins with Windows 3.11 and progresses through Windows Vista also including various other non-Microsoft operating systems.
- Graduated in the fall of 2008 with two degrees in the areas of Computer Networking and Computer Technology at Eastern Kentucky University in Richmond, KY.

EMPLOYMENT

Barbourville Utility Commission, Barbourville, KY Present- Fall 2002
Internet Technician

Responsibilities include troubleshooting customer issues via telephone, installing cable modems, configuring email accounts, maintaining server and network equipment, and technical support via telephone. My position also requires data management through electronic filing systems such as Excel, as well as a hardcopy filing system for customer record keeping. My position with this company has also earned me the opportunity to gain experience with DNS servers, DHCP servers, static IP addressing, LAN setups, personal networks, and network troubleshooting. More recently, the addition of digital cable set-top box troubleshooting and configuring was deployed and I was a part of the two person team that was designated to configure, troubleshoot, and deploy a proprietary management system to manage the addition of digital cable service to the companies multiple services.

EDUCATION

Eastern Kentucky University, Richmond, KY Fall 2008- Spring 2005
Major:

- Computer Electronic Networking (Bachelors)
- Computer Technology (Associates)

Courses include Cisco router management, open source OS and application usage, LAN management, Network Security, Windows Server 2003 management, various statistics classes, and several digital and analog electricity classes.

University of the Cumberlands (formerly Cumberland College), Williamsburg, KY Fall 2004- Fall 2003
Major: Computer Information Systems

Courses included C++ programming and Visual Basic programming. Specialty training on Word, PowerPoint, Access, and Excel. Additional courses in COBOL were taken as well.
