

Holly V. Brown
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OBJECTIVE:

To provide quality and friendly computer systems support utilizing my certifications, troubleshooting skills and acquired knowledge while working in an environment that encourages diversity, education and growth.

SKILLS SUMMARY:

<u>Certifications:</u>	<u>Networking:</u>	<u>Operating Systems:</u>	<u>Applications:</u>
A+	Installation	Windows XP	MS Office Suite
Dell	Hardware	Windows 2000	Access
Compaq	Troubleshoot	Windows NT 4.0	Outlook
Toshiba	SMTP	Windows ME	Eudora
HP	TCP/IP	Windows 95/98	Remedy
	LAN/WAN	Windows 3.x	ArcServe
<u>Utilities:</u>	VPN	Mac OS 7.x, 8.x, 9.x, X	Protobase
PQDI			Act!2000
Ghost			CardScan
PCAnywhere			Palm
HEAT			MSE 1.7, 2.0
ER			

WORK HISTORY:

Siemens Business Systems, Redmond, WA

December 2001 – current

Hardware Service Technician at Microsoft Corporation

September 2002 - current

Monitor incoming service requests for multiple buildings. Manage my time contacting, scheduling, assessing and resolving a broad spectrum of technical issues for individuals within a timely manner. Educate users on maintenance and prevention. Utilize resources and tools to resolve issues. Escalate and follow-up unresolved issues. Work with a variety of servers, desktops, laptops, wireless networking, peripheral devices, networked and local printers and Microsoft and non- Microsoft applications. Stay current on and support emerging technologies.

Helpdesk Technician at RealNetworks

December 2001 – August 2002

Primary responsibility was to intake, assess, distribute, solve and escalate web-based, email, phone and walk-up helpdesk requests. Troubleshoot user issues to include hardware configuration or replacement, data recovery/transfer and OS upgrades. Gather information for, distribute and first tier troubleshoot VPN systems. Maintain database of assets handled by helpdesk. Conduct systems and peripheral inventory, order and receive items. Image hard drives for configuration and distribution of new desktop and laptop systems. Identify and coordinate RMA of warranted equipment. Back up user data onto CDs.

Giant Campus, Kirkland, WA

April – August 2001

Technical Coordinator at CyberCamps in Riyadh, Saudi Arabia and Guangzhou, China

Traveled to Riyadh, Saudi Arabia and Guangzhou, China to install software, and utilize Ghost to image PCs in either a peer-to-peer network or client-server network. Installed printers, scanners, digital cameras and shared folders. Taught teachers and students how to utilize the equipment. Managed day-to-day technical issues, from problem identification to final resolution. Documented the system specifics, how to use Ghost and troubleshoot problems with the network for training of Technical Assistants. Generated rapport with existing technical support personnel, some with limited English proficiency. Documented daily happenings for Seattle management. Developed and maintained a great working and residential relation with both supervisor and co-worker.

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Technical Coordinator at UW CyberCamps in Seattle, Washington

Supervised various electrical, networking and hardware contractors to install an independent networked system. Verified image integrity of PCs, and reliable connectivity for web-based course delivery. Performed weekly data backups and other systems administration duties, as well as everyday troubleshooting of hardware, software, network and Internet connectivity issues. Communicated status and technical reports with home office.

IBS – Seattle, WA

May 2000 – January 2001

Lead Hardware Specialist for Wizards of the Coast

October 2000 - January 2001

Responsible for the receipt and installation of hardware for 18 HP servers for enhanced e-commerce model; to support multiple online stores. The environments consisted of development, test, staging and production. Individually installed Windows 2000 Advanced Server and SP. Coordinated the install of SQL 3.0, Site Server and IIS configurations. Facilitated move of servers to a secure, collocated facility. Created financial analysis of hardware build. Analyzed data for web content.

Project Administrator at Starbucks Coffee Company

July – October 2000

Led administrative tasks for \$30 million global telecommunications program with 12 major projects. This included new phone system, ACD, contact center management system, online fax, voice-mail improvements and transition to a new long distance carrier. Coordinated many meetings among vendors, customers and cross-functional teams. Managed the preparation, packaging and distribution of RFP documentation. Intake and disbursement of proposals and helped ensure fair communications and business practices among review team and potential vendors. Maintained the Master Project Schedule.

Tier 2 Support Analyst – Frank Russell Company

May – July 2000

Provided helpdesk support for launch of a new Internet portal product. Verified configuration of hardware devices. Resolved and escalated technical issues. Support included connectivity and account needs. Documented issues and solutions for Institutional Investors Portal project.

LibertyBay.com – Tacoma, WA

March– May 2000

Support Analyst

Staffed a 24-7 helpdesk. Provided phone support to clients with connectivity and account issues. Helped them configure their PCs, both Win 9x and Mac OS 7.5.1 to 9.1. Created documentation for Macintosh OS. Installed and configured NIC cards in helpdesk PCs.

ICON Software – Tacoma, WA

January 1999 – January 2000

Software Services Consultant

Team member of the 24-7 Helpdesk. Supported more than 250 client sites utilizing multiple versions of the Filmstar product, a custom point of sale application. Provided network software support for Windows 95/98, Windows NT and Novell. Additionally supported non-filmstar applications. Documented their problems; resolved and/or escalated problems. Traveled to customer sites throughout the USA to assist with installation and configuration of system hardware and software. Onsite and remote training of managers, and end users on how to use Filmstar. Performed remote software upgrades and system maintenance. Identified and alerted programmers of revision requests.

EDUCATION:

Bachelor of Arts, Liberal Arts, Evergreen State College, Olympia WA 1992