

# TREVOR COULSON

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## INFORMATION TECHNOLOGY PROFESSIONAL

*Network Design, Administration & Analysis ~ Hardware & Software Solutions ~  
System Integration / Administration*

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Microsoft Certified Systems Engineer (MCSE) • Microsoft Certified System Administrator 2000 (MCSA) •  
Cisco Certified Network Associate (CCNA) • Network + Certified • A + Certified • INet + Certified

*Talented professional who is recognized  
for consistent ability to:*

- ✓ Transform requirements into solutions.
- ✓ Ensure continuity of services.
- ✓ Design and implement efficiency programs.
- ✓ Employ dynamic resolutions to problems.

### Core Competencies:

- Server Security Configuration
- TCP/IP
- ISP & Web Services
- Hardware Configuration
- Router & Server Configuration
- Dedicated Network Servers (DNS)
- Firewall Configuration / Security
- Virtual Private Networks (VPN)
- Network Design & Installation
- MS Exchange 2000
- WANs / LANs
- Software Configuration
- DHCP Configuration
- Group Policy Controls
- IIS 2
- Voice Over Internet Protocol
- Network Resource Mgmt.
- Network Architecture
- User / Technical Support
- Remote Access Equipment
- Terminal Services
- Active Directory
- Domains & Trusts
- Network Printer Setup

**Platforms:** Windows NT Server, NT Workstation, 95/98 and 3.1; Mac OS 8.5 and OS X; Linux 6.0

**Software:** MS Office, MS Project, MS Visio, Corel Draw, Adobe Illustrator and Adobe PhotoShop.

## PROFESSIONAL EXPERIENCE

**NETWORK ADMINISTRATOR – TORRANCE COLLEGE, Kansas City, MO** 1997 to 2003

Orchestrated the design, maintenance, configuration, installation and monitoring of eight computer labs with over 300 units. Adhered to configuration specifications for MCSE, CISCO and web development courses. Strove to spearhead the streamlining and growth of information technology (IT) operations and capabilities for business offices and student use. *Highlights of contributions:*

- ❖ **Network Design & Installation:** *Saved organization over \$14,000 in outsourcing costs.*
  - Facilitated the design and installation of new network architecture / infrastructure for labs and business offices to include all cabling, routers, switches and Internet access over 300 PCs.
  - Installed and configured new CISCO LAB to Networking Academy specifications.
  - Setup and configured DNS Services, DOMAINS and Trusts, Group Policies, DHCP Services, Print Services, Active Directory for Domains, MS Exchange 2000 and services for Macintosh.
- ❖ **ISP & Telephone:** *Saved organization more than \$30,000 annually in support and service costs.*
  - Upgraded and deployed Internet access T1, negotiating outstanding service savings.
  - Introduced voice over Internet protocol (IP) services, slashing communication costs between branches.
- ❖ **Network Security:**
  - Installed Microsoft Internet Security & Acceleration (ISA) Firewall and Network Address Translation (NAT) for security and optimization of Internet access.
- ❖ **Hardware & Software Management:**
  - Serviced, maintained and upgraded hardware and software of all nodes throughout the network.
  - Migrated college to Windows 2000 Server, Professional and Office 2000. Installed Advanced Server, Windows 95, 98 and 2000 Pro client software.

**continued**

**PROFESSIONAL EXPERIENCE continued****SUPPORT SERVICES MANAGER – PASKIL & ROUKE, LLC, Kansas City, MO** 1995 to 1997

Provided third tier management with key responsibility for directing help desk personnel and operations in support of 700 users and over 90 applications in ten offices. Played a key role in identification, roll-out and deployment of new systems and software to all offices. *Highlights of contributions:*

❖ **Help Desk Operations:** *Streamlined functions through implementation of help desk software including VPN. Developed escalation processes.*

- Directed 24/7 team in providing 1<sup>st</sup> and 2<sup>nd</sup> tier support for all applications such as Novell, Windows, GroupWise and ERP systems.

❖ **Software:**

- Performed extensive research of emerging technology and available resources to upgrade and streamline company.
- Deployed MS Office upgrades to all offices, providing on-site implementation, conversion, floor support and training.

**EDUCATION**

**Associate of Science (AS), Network Engineering** – Torrance College, Kansas City, MO

**Associate of Science (AS), Computer Information** – Valencia Community College, Orlando, FL

**AFFILIATIONS**

Network and Systems Professionals Association, Inc. (NASPA) • Association of Information Technology Professionals (AITP) • Frame Relay Forum