PAULA WINFREY

405-1375 Dupont Street, Toronto, ON M6H 4J8 ▪ (647) 290-4546 ▪ PaulaWWinfrey@teleworm.us

OBJECTIVE

Highly motivated IT professional seeking a position in the field of Systems/Network Administration

WORK EXPERIENCE

System / Network Administrator

Digi Canada Inc., Concord, ON   May 2005 – Present

- Manage and maintain systems and network infrastructure in 9 offices across Canada
- Configure VPN / Firewall solutions on Juniper network devices for multi-office communications
- Install, configure and administer FTP Server for employees, manufacturers and clients
- Administer mobile computing environment and VPN services and provide technical support
- Maintain the availability of IT resources including servers, NAS, laptops, printers and multimedia equipment
- Administer a multi-server environment running on Windows NT/2000/2003 and Fedora Linux operating systems with multi-office LANs, over 100 Windows 2000/XP PCs serving over 100 end-users
- Recommend, evaluate and purchase IT assets and maintain IT resources inventory
- Design and implement multi-node network expansion
- Administer Email Server and user accounts on hosted email solution and Domino / Lotus Notes infrastructure
- Administer / Support Blackberry Enterprise Server and Company blackberry handhelds and cellular phones
- Acquire significant cost savings through effective negotiation of contracts with providers

Field Interactive Support Team Member

Bell Canada, Port Credit, ON   Jan 2005 – Apr 2005

- Managed help Desk/End-user support for hardware, software and Windows operating systems
- Maintained inventory of specific IT assets
- Installed operating systems, applications, service packs etc., and troubleshot equipment as necessary

Network Support Technician

Laser Electronics, Toronto, ON   May 2002 – Nov 2004

- Administered multiple LAN workgroups and setup other IT hardware in office and SOHO environments
- Customized personal computers and new network and security infrastructure according to client needs
- Provided technical support and advice for clients in setting up and configuring computer/network solutions

EDUCATION

Computer & Network Support Program
Humber College, Etobicoke, ON   May 2005
- Consistently placed on the honor roll and achieved the highest honors by graduation
- Received 2 Presidential Certificates for highest average
- Received Ontario Academic Credits Certificate
- Received 3 School Grants and Bursaries for academic achievement

Management & Computer Systems Courses
University of Toronto, Mississauga, ON   Dec 2002

SKILLS INVENTORY

Technical
- Basic and LAN hardware/software administration, design, installation, configuration, and repair
- MS Windows 2003/2000/NT4 Servers, Domino 6.5 Server, IIS Server, Active Directory, DNS, Terminal Services Manager, and Citrix Management Console
- MS Windows Vista/XP/2000/98 desktop/workstation operating systems
- Veritas Backup Exec backup software
- MS Office 2003/XP/2000/97, Access 2003/XP/2000/97, Outlook 2003/XP/2000/98
- TCP/IP Ethernet Networking, Switches, Hubs, KVMs, DHCP and static IP addressing, Wireless Networking
- Symantec Antivirus Corporate Edition, Grisoft AVG Anti-Virus
- Symantec Ghost imaging software
- MSIE, Mozilla (FireFox), Netscape Communicator, FTP, Email
- Adobe Acrobat, Scanning and OCR software
- CITRIX and VPN based mobile/remote computing solutions, GoToMyPC

Interpersonal
- Addressing and resolving client concerns and providing help desk/end-user LAN/Hardware/Software support
- Forging strong professional relationships with diverse individuals towards meeting common goals

Administrative
- Managing documentation and inventories and maintaining system backups
- Recommending, evaluating, and accomplishing equipment purchases
- Designing and implementing operations policies and procedures

References are available upon request