

DANIELLE RYAN
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OBJECTIVE

Network Support Technician for multilocation network

QUALIFICATIONS SUMMARY

- * Education in network support technology
- * Competent with peer-to-peer networks, UNIX operating system and command line utilities, TCP/IP, LAN, WAN, and Network utilities
- * Familiar with menu utilities, system backups, ANSI C fundamentals, V Standards, and VNC (Virtual Network Computing)
- * Practical experience with Word, Access, Excel, Windows NT4/2000/XP, and Novell
- * Experienced in building token-ring networks and intranet and extranet technology
- * Proven ability to work successfully in teams
- * Excellent communication and interpersonal skills
- * Highly skilled in multitasking, flexible, and adaptable

EDUCATION

Associate of Applied Science, Computer Network Support Technology Seattle
Technology College, Seattle, WA, May 2003

Related Courses and Skills

- * Peer-to-Peer Networking Structures * WAN
- * TCP/IP LAN Transport System * UNIX * ANSI C * Linux
- * Remote Computing * Network System Administration
- * Networking Technologies * Client/Server Architecture
- * Interpersonal Communications * Technical Report Writing

Internship, TechNet, Inc., Seattle, WA January-May 2003
Technician Internship: Assisted technicians in installing and reconfiguring
multilocation wireless extranets.

EXPERIENCE

**ComputerStop SuperStore, Seattle, WA May 2001-Present
Installation and Repair Technician, Part-time: Assemble computers, install
hardware and software upgrades, provide in-store and on-site repairs to
computers and peripherals. Named "Employee of the Month" three times in 18
months.

**Seattle Technology College September 2001-January 2003
Computer Lab Technician, Part-time: Assisted faculty and students with
hardware- and software-related problems. Assembled, installed, and added PCs
to the network throughout campus. Answered 95 percent of trouble calls
within 90 minutes.

ASSOCIATIONS

Tech CORPS, Volunteer, 2001-present
PC Users Club, 1998-present

Online Resume