

# Scott Norman

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**Objective** Provide superior customer service in a computer support position using my abilities in problem solving and troubleshooting to improve processes, make operations more efficient, and resolve customer situations promptly.

## Professional Profile

- Professional with significant experience; computer literate in multiple operating systems and software applications; enthusiastic about applying new technologies, enhancing current technical expertise, and applying transferable skill sets.
- Self-starter, eager to meet challenges and quickly assimilate the newest and latest technologies, skills, concepts, and ideas.
- Dedicated achiever who is committed to success and adept at juggling multiple tasks in a high-pressure environment.

## Technical Skills and Proficiency

**Operating Systems:** Windows 9x/Me/NT/2000/XP, MS-DOS, Linux, Unix

**Applications:** Adobe Acrobat, Adobe PageMaker, Adobe Photoshop, Heat, McAfee Antivirus, Microsoft Office 97/2000/XP/2003 Suite, Norton Antivirus, Norton Ghost

**Computer Languages:** C, C++, HTML, LSL, PHP

## Professional Experience

**10/2006 – Current** *Howard Community College*, Columbia, MD

**Computer/Network Support Technician** (6/2007 - Current)

- Diagnosed and corrected computer problems in classrooms and labs.
- Performed maintenance of computers, software, and peripherals to support faculty and students.
- Took over management of the internal knowledge base.
- Created instructional material for the knowledge base and faculty.

**Math Aide/Tutor** (10/2006 - 5/2007)

- Assisted students in courses from pre-Algebra, pre-Calculus, Calculus 1 and 2, Trigonometry and Geometry.
- Developed experience with calculators (TI-83 plus), 2D/3D graphs, tables, matrices, Math Lab, Derive, Minitab, and Maple.

**1/2006 – 8/2006** *New Age Computer Consulting, Inc.*, Columbia, MD

**Technician**

- Diagnosed defective hardware and performed necessary repairs to resolve customer issues.
- Created prototypes to decrease labor hours required for resale and delivery for used equipment.
- Provided phone support to resolve on-site technician questions and customer issues.
- Used Norton Ghost 2003 to create custom restore software for customer computers.

**12/2005 – 2/2006** *Stewart & Henry, PLLC.*, Fairfax, VA

**Consultant**

- Implemented a network storage device and GotoMyPC for remote access to data and database applications.
- Provided support for all hardware and software until no longer needed.

**6/2000 – 8/2005** *Emergency One, Inc.*, Ocala, FL

**Support Technician**

- Provided desktop support for over 800 employees via phone, e-mail, or on-site visits.
- Primary support for hardware and software for all company workstations.
- Secondary support for VPN, laptops and wireless networking.
- Installed and configured Windows workstations, including Outlook, Office, and other third party applications.
- Performed troubleshooting and repairs on computers attached to specialized industrial equipment.
- Used user management and active directory tools for Windows NT, 2000, and 2003 server to manage user accounts and check user network permissions.
- Created documentation for both end users and IT personnel.
- Trained interns assigned to the Information Technology department
- Significantly reduced configuration time for workstations by using Norton Ghost software.
- Setup a Linux web server and installed MediaWiki to serve as an internal knowledge base.

**Education**

Howard Community College, Columbia, MD, August 2006 to Current.  
Pursuing a A.A. degree in Computer Science, 4.0 GPA, Dean's List, Phi Theta Kappa.

Belleview High School, Belleview, FL, diploma received June 2001.  
Graduated with high honors, ranked 18<sup>th</sup> in class of 430 with a 3.8 GPA.

References are available upon request.