

Professional Experience

Service Manager and Level II Technician

GWANDA, LLC, St. Augustine, FL

November 2005 – Present

Manager of all day-to-day remote and on-site IT services. Additional technical duties involve level II technical work on Windows 2000 – Vista and Windows Server 2000 – 2008. The service work also includes Cisco routing and security systems and Macintosh OS X client and server systems. Secondary duties include management of web hosting customers using technologies such as Plesk, MySQL, PHPMyAdmin, Ensim, Cpanel and various OpenSource backend environments. Daily tasks involve planning projects, interacting with clients and ensuring company standards are maintained and executed.

Development Manager and Assistant Editor, Contract Work

Spymac, Inc., Lethbridge, Canada

July 2004 - Present

Current duties include working as an editor and photographer for conferences and Spymac hosted events and creating content for the community, which requires travel. Previously I worked as a liaison between the community and our team of developers to offer support and collect feedback from the users as to features they wanted.

Owner

DTT Media, Inc. And subsidiaries, St. Augustine, FL

January 2004 - Present

Started DailyTechTalk in 2004 as a central blog and a resumé in progress for my technical writing and commentary. Today, I manage 10 writers, 3 sister sites, 2 weekly live radio shows and all advertiser relations for the company. We serve content to 50 thousand unique visitors a week.

Vice President

Chandler Personal Security, St. Augustine, FL

July 2002 - Present

Responsibilities include managing membership and inducting new members into divisions; including martial self defense classes, military and police defensive tactics training. Assist in brand development. Participate in self defense classes 6 days a week as an assistant instructor.

Assistant Manager Level 2

Apple Computer, Inc, Jacksonville, FL

January 2005 - October 2005

Manager of all sales specialists and back of house duties; including computer repairs and inventory and point of contact for all customer questions and comments that needed to be addressed. As the face of Apple Computer, it was my pride to execute all corporate

policy and procedure flawlessly and ensure every item sold was the absolute best solution to fill the client's needs.

Skills

- System Administrator of The Microsoft Windows client and server operating systems, Microsoft Exchange 2003 & 2007 and Experience with MS SQL Server configuration and maintenance. Expertise in Microsoft Office 2000, 2003 and 2007.
- Planned and deployed SMB and Enterprise LANs WANs and VPNs using Cisco, Linksys and Microsoft Windows technologies.
- Configuration and Maintenance of Blackberry Enterprise Server and deploying new Blackberry smart-phones to clients with Microsoft Exchange and Novell.
- System Administrator of Apple Mac OS 10.1-10.5 client and server. Experience with Adobe CS3 and various digital media creation tools like Logic Pro, Apple Final Cut Pro, Avid and ProTools.
- Moderate experience with web host administration, web design and web technologies including PHP, MySQL, Java, HTML, XML and Plesk.
- Excellent customer service skills specializing in “managing fires” and Real world experience managing and leading teams of 5-20 employees.

Education / Achievements

- Graduated from Pedro Menendez High School with a college prep diploma
- Awarded the Apple Product Professional award after completing 75 hours of optional product training at Apple Computer, Inc.
- Certified CompTIA A+ Professional
- Certified Microsoft Certified Professional (2007)
- Attended Macworld Expo 2003 – 2008
 - Completed courses in design, hardware support and managing mixed Windows and Macintosh networks
- Completed 2 Photoshop World conference tracks (Miami, FL 2006)
- Completed various Microsoft seminars between 2006-2008.
 - Developing and Managing Windows Mobile 5 devices on Small Business Networks
 - Managed services and deploying and selling Microsoft SharePoint Services with Small Business Server 2003