

Education

BBA in Management Information Systems
Texas Tech University
Graduating GPA – 3.4

Experience

The MED Group – IS Specialist

March 2003 – Present
Lubbock, TX

- Managed Citrix MetaFrame XP Server Farm for 250 users nation wide, publishing applications including accounting, order processing, billing, and document imaging
- Performed remote support for all users for Citrix issues, as well as local networking, server, pc, anti-virus and printer problems
- Managed 24x7 on-call environment
- Created white paper communication outlining compliance with the HIPAA Security regulations
- Composed instructional and informational documents for users

AMA TechTel Communications – Network Specialist

September 2001 – March 2003
Lubbock, TX

- Managed network upgrade to new Internet Service Provider
- Monitored and maintained backups with Veritas BackupExec
- Upgraded desktop environment to Windows 2000
- Maintained workstation and server equipment in multiple company locations, including software and hardware troubleshooting and repair
- Handled approximately 20 trouble tickets weekly

Motorola – Summer Internship, Automation Team

May 2001 – August 2001
Austin, TX

- Created 23 Equipment Interfaces using Visual Basic for semiconductor production
- Tested all Equipment Interfaces in a lab and local environment

Skills & Certifications

- Citrix Certified Administrator (CCA)
- Administration for Windows 9x, NT, 2000, Exchange 5.5
- Symantec Anti-Virus Corporate Edition
- Veritas BackupExec
- Microsoft Office, Microsoft Visio

Organizations and Honors

- Alpha Chi Omega --Technology Chair, Intellectual Development Advisor
- AITP (Association of Information Technology Professionals)
- Beta Gamma Sigma (Honors Fraternity)
- Dean's List (GPA: 3.5+) – 3 semesters
- President's List (GPA: 4.0) – 1 semester