

DOUGLAS M. DODGE

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QUALIFICATIONS

- Fifteen years as an IT professional. - 25 years as a customer service professional.
 - Experienced troubleshooter with strong interpersonal skills
 - Productive self-starter with a strong work ethic; consistently achieving goals.
 - Experience in project management/networking/user support/hardware/operating system troubleshooting, PC's, system integration, technical support, and customer service helpdesk.
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TECHNOLOGIES / APPLICATIONS

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|---------------------------|-------------------------|--------------------------|
| • Networking | • Windows Server | • Blackberrys/Cellphones |
| • Active Directory | • NT/2003/2008 | • Ethernet |
| • SMS | • LANs | • Intel Platforms |
| • System Center | • WANs | • Cisco Routers |
| • Configuration Mgr | • VLANs | • Microsoft Office Suite |
| • Remote Administration | • Wireless 802.11 | • 2003/07/10beta |
| • Firewalls | • Telnet | • VMWare |
| • Windows | • FTP | • Crystal Reports |
| • 2000/03/XP/Vista/07 | • TCP/IP | • MS Exchange |
| • Remedy Ticketing system | • DNS - DHCP | • MS Sharepoint |
| | • Anti-Virus protection | |
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EDUCATION AND TRAINING

Microsoft Certified System Administrator (MCSA) with Comptia Security+ Certification September 2010

Course for Cisco Certified Network Administrator (CCNA) – attended /studying for test

Certificate in Java Development, WORCESTER POLYTECHNIC INSTITUTE, Waltham, MA May 2002

Coursework included: Intensive, hands-on projects developing enterprise applications using Java technology, including JDBC, JSP, RMI, EJB, XML/XSL with SAX and DOM Techniques. Understand basic SQL for development of applications, SQL statements, data normalization, structure and data harvesting.

PROFESSIONAL EXPERIENCE

BROOKFIELD RENEWABLE POWER - MARLBOROUGH, MA May 2008 – January 2010

- **Projects & System Administration**
- Project Management - Assisted in the design and build-out of new office space including in-line racks for computer rooms dealing with issues of cooling and power requirements. Assisted in the oversight of contractors and vendors.
- Created documentation for all unusual issues, configurations for networked devices and vendor-supported devices to ensure quick access to information for timely problem resolutions.
- Managed new system builds for all servers, desktops and laptops, ensuring all necessary drivers and business software were on the builds. Handled several builds of servers. Exposed to VM Ware.
- Responsible for creating administrative protocols ranging from bringing in new employees to ensuring management compliance maintaining the necessary SOx compliancy and ensuring users only have access to necessary and approved resources in a highly regulated organization. Developed PowerPoint presentation tools with PowerPoint add-ins to display multiple presentations with live, dynamic data for LCD presentations.
- Documented and reported on issues from AV to incident management.
- Trained users in unified communications consisting of email, blackberries and IP Telephony.



TJX CORPORATION - WESTBOROUGH, MA

2007 – 2008

- **Consultant - Store Systems Support Specialist** to multi-million dollar retail operation supporting POS systems via remote access, including RDC, Telnet and VNC. Configured routers, servers and assorted markdown and POS devices. Supported Traversity POS software systems, Fujitsu POS hardware; Symbol wireless scanners and Zebra scanners and printers. Educated users on their systems, how they worked with one another and how to understand and perform initial troubleshooting to identify systems issues in their 2700 stores.
- Developed scripts for immediate understanding & diagnosis of all remote systems within a store.

FRE CONSTRUCTION, ASHLAND, MA

LAN/System Administrator

2005 - 2006

- Managed the Active Directory for users, defined group policies, computers and peripherals.
- Supported HP laptops and HP desktop equipment. Local and remote support provided. Supported Compaq servers & desktops.
- Managed several projects including the upgrading of systems for a 15-million dollar business.
- Managed a communications project saving the company 40 percent on their communications cost, from bringing in the vendors to working with technical staff during the cutover.
- Investigated and rolled out new PC's that were required to roll out an upgrade to company's vertical application (Timberline).

LUCENT TECHNOLOGIES, MARLBOROUGH, MA

System Administrator

1999 - 2002

- Maintained Lab environment for a support organization charged with replicating customer issues for problem resolution. Worked primarily with WINNT systems; exposed to Status VOS and HP-Unix operating systems.

BETH ISRAEL DEACONESS MEDICAL CENTER, Boston, MA

1996 - 1999

Project Analyst (1997-1999)

- Implemented various system deployment projects ranging to \$500,000.
- Led \$300,000 upgrade for hospital financial department, effectively rolling out 250 HP Pentium II PC systems for the financial department in a short 4-month window. Ensured existing software worked on new platform; implementing new network-based printing solutions and ensuring Y2K compliance.
- Guided several computer upgrade projects, deploying over 25 PC's each; first developed the upgrade requirements by understanding existing equipment, and ensured proper installation.
- Developed upgrade projects for medical facility; ensured systems were Y2K compliant.
- Used Ghost imaging software to upgrade 100's of computers for Y2K compliant.

Sr. Desktop Analyst, Group Leader (1996-1997)

- Promoted to lead a 3-person team as a Level 3 Desktop Support providing support for over 2,500 PC desktops in hospital facility. Supporting laptops and desktops for physician, medical staff and support personnel.
- Administered Desktop Services system upgrades for a critical medical center application, efficiently rolling out software and equipment, including Windows, Microsoft Office, terminal emulation packages, networking, printing, desktop technology, and infrastructure, on schedule.
- Fostered improved relationships with all departments; provided the personal customer service to keep a very high level of user satisfaction.
- Mentored several computer technicians, providing the leadership, training, and support for exemplary customer service to over 2500 PC users; successfully kept open call volume low, improved department morale and reduced employee turnover.

MILITARY

USAF Basic Training June 1982

Honorably discharged September 1985