

LISA NELSON

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EXPERIENCE AND TECHNICAL SKILLS

NETWORK ADMINISTRATION

- ◆ Managed, maintained and upgraded networks based on Novell NetWare 5.x, 4.x and 3.x; also Windows 2000 and NT 4.0 Server.
- ◆ Established and administered mixed NetWare and NT networks.
- ◆ Established and administered mixed PC and Macintosh networks.
- ◆ Designed and started up all aspects of an office LAN, serving about 250 users.
- ◆ Planned and performed all aspects of migrating from NetWare to NT; also the reverse, migrating from NT to NetWare. This included migrating servers and server-based applications, clients, and file and print services.
- ◆ Supported various remote working methods including Remote Access Service (RAS), VPN, pcAnywhere.
- ◆ CNE (Certified Novell Engineer), September 1995.
- ◆ MCSE (Microsoft Certified Systems Engineer) and MCP+I, September 1999.
- ◆ Familiar with NDS/eDirectory; basic familiarity with Active Directory.
- ◆ Familiar with TCP/IP, IPX/SPX, DHCP; some DNS, LDAP, SLP, NDPS. Also familiar with ethernet, fibre; basic familiarity with hubs, switches and routers.

WORKSTATION AND DESKTOP ADMINISTRATION

- ◆ Developed automatic workstation setup process, providing rapid mass production of consistently-set-up workstations and reducing IT time and involvement in workstation setup. Initially, the system was imaging-based (Symantec Ghost). Later, adapted and developed an unattended-setup-based process to replace this.
- ◆ Using WinInstall, established centralised, on-demand application delivery company-wide (14 offices). Users select preconfigured applications from a menu; IT staff do not have to perform installations in person at workstations.
- ◆ Planned, tested, directed and performed major upgrades, including performing core application upgrades overnight, simultaneously in all offices. Also carried out more routine upgrades.
- ◆ Basic familiarity with ZENWorks and NAL (Novell Application Launcher).
- ◆ Basic familiarity with Windows Installer (MSI), including using transforms.
- ◆ Familiar with Windows XP, 2000, NT 4.0 Workstation, 98, 95, 3.x, and DOS.
- ◆ Comprehensive hardware and software troubleshooting knowledge.

ENTERPRISE MANAGEMENT

- ◆ Determined corporate direction in network, hardware and software technologies.
- ◆ Proactively identified technological needs and proposed appropriate, cost-effective solutions.
- ◆ Designed and implemented enterprise backup strategies (Veritas Backup Exec).
- ◆ Designed and implemented centralised corporate antivirus strategies (Symantec/Norton Antivirus, Intel LanDesk Virus Protect).
- ◆ Implemented application metering (Veritas WinSmart, Softrack).

EXPERIENCE AND TECHNICAL SKILLS (CONT)

EMAIL SYSTEMS

- ◆ Designed and implemented a company-wide email system and Internet email.
- ◆ Managed, maintained and upgraded enterprise email infrastructures based on Novell GroupWise (5.x, 4.x).
- ◆ Planned and performed all aspects of migrating from Exchange to GroupWise; also assisted in the reverse, migrating from GroupWise to Exchange. This included migrating servers, clients, message stores and address books.
- ◆ Basic familiarity with Exchange Server 2000, 5.5; also SMTP, POP3, IMAP.

PROGRAMMING

- ◆ Wrote applications and utilities to meet a wide range of company and staff needs. Examples include address book export and import utilities, network resource connection utility, project file and drawing status tracking utilities, electronic fax routing utility, Outlook add-ins, and many more.
- ◆ Developed a comprehensive system of tools and templates for production of all standard documents. This system, which all H&A staff have used since 1994, dramatically reduces production time.
- ◆ Proficient with Visual Basic (VB) 5.0, Visual Basic for Applications (VBA), Access Basic.
- ◆ Proficient with Microsoft Access as a data manipulation and programming tool.

SUPPORT AND DOCUMENTATION

- ◆ Wrote documentation, quick reference guides and handouts as necessary.
- ◆ Educated staff through teaching sessions, handouts and web-based documentation.
- ◆ Prepared IT staff to support new services, such as GroupWise and NetWare.
- ◆ Eliminated support inefficiencies by establishing a centralised, company-wide Help Desk.
- ◆ Resolved problems escalated by junior staff.

INTERNET

- ◆ Maintenance of web, FTP and NNTP sites using Internet Information Server (IIS) 4.0; basic familiarity with Netscape Enterprise Server and Apache.
- ◆ FrontPage 2000, HTML; basic familiarity with PHP, MySQL.

WORK HISTORY

Haley & Aldrich, Inc., Boston, Massachusetts, USA; Senior Systems Analyst	1993-2001, 2002-present
InterVoice-Brite, Manchester, UK; Network and Email Administrator	2001-02
Haley & Aldrich, Inc., Boston, Massachusetts, USA; Administrative Assistant	1990-93
Digital Equipment Corporation, Shrewsbury, Massachusetts, USA; Admin Asst (contract)	1988-90
Combustion Engineering, Hartford, Connecticut, USA; Administrative Assistant	1987-88

EDUCATION

Columbia University, New York, New York, USA	1986-87
The Clarkson School of Clarkson University, Potsdam, New York, USA	1985-86
Hermon High School, Hermon, Maine, USA	1982-85

PERSONAL

Date of Birth: 31 July 1968

Status: Married

Nationality: American