

Douglas Southwick

21 Woodlawn Ave. Rensselaer, NY 12144
(518) 222-6881 douglas1@nycap.rr.com

Areas of Expertise:

Adobe Photoshop	Microsoft ISA Server(Internet & Security Acceleration Server)
Access / Excel / Office	NetSupport Manager (remote control software)
Active Directory Admin	Norton Ghost 15
AD Group Policy Objects	Numara track-it (Help Desk-Ticketing system)
Captaris RightFax Server	Remote Desktop Connection (Microsoft)
Cat 5/telephone wiring	SQL server
Dreamweaver	Sonicwall Firewall
Hardware installations (HD, MB, Ram)	SMSMSE (Symantec Mail Security for MS Exchange)
Help Desk Support	Symantec Endpoint Protection
HTML	TCP/IP
Microsoft DHCP server	Veritas backup Exec
Microsoft Domain Controller Server (DC)	Websense Security
Microsoft Exchange	Windows Server (NT, 2000, 2003, 2008)
Microsoft ExMerge (Exchange Mailbox Merge)	Windows (95, 98, XP, 7)
Microsoft File Server Resource Manager	Wireless Access Points (Cisco/NetGear)
Microsoft IIS	WSUS (Windows Server Update Services)

Professional Experience:

Adirondack Area Network. Castleton NY

System Administrator (March '09 – Aug '10)

- Main responsibility is System Administrator for Berlin School system which includes 15 servers, 4 buildings, and over 300 computers. The focus is on Network, Backups, Servers, Roaming profiles, Email (Exchange), Active Directory, Help desk, Group Policy, Monitoring and System/server upgrades. Also Server Builds. Strong problem solving & communications skills. Excellent verbal and written skills
- Secondary responsibility includes support of advanced telecommunications applications including video conferencing, live video streaming; inhouse and at various customer locations including Albany Med. Polycom and Tanberg equipment.

Xero-Fax Inc., Troy, NY

- I.T. Manager (July '01 – Dec. '08)
Responsible for all aspects of multi office IT operations; trained new technicians as company expanded, purchased computer equipment/supplies. Network Administration, Multiple Server Builds, Help Desk lead, PC / Desktop / Network hardware support, Maintained in house dynamic web site. Team leadership abilities and experience. Project Management experience. Strong problem solving/critical thinking abilities. Phone System (Executone & Panasonic) support/configuration.
- Computer Technician (May '94 to June '01)
Help Desk, PC Desktop support, Software installations, Build, configure & troubleshoot PC hardware, provided computer training to employees on new software, Network and Phone system installation including hubs, switches, Cat 5 cable wiring, Demarc blocks; Performed diagnostics and troubleshooting of system issues.
- Fax Technician (May '88 - April '94)
Installed, Setup, and repaired facsimile equipment in house, and at customer locatons / State Agencies.

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Educational Background:

Bachelor's Degree Electrical Engineering Technology

SUNY Institute of Technology at Utica/Rome, Utica, NY – May 1997

Associate Degree Electrical Engineering Technology

Hudson Valley Community College, Troy, NY – May 1988

Certificates / E-Learning:

Metrix Learning:

VMware Virtualization Server(10/2010), Windows 7 Network Connectivity (11/2010),
Windows 7 Config. Hardware & Apps.(11/2010), Windows 7 Image Deployment (12/2010)
Windows 7 Config. Mobile Computing (12/2010)

Certification: Adobe Photo Shop / Dreamweaver Advanced / Dreamweaver Essentials
HVCC Workforce Development Institute, Troy, NY – Jan 2004

Additional Experience:

New York State Mountain Bike Series

- Web Master (Dec. '08 – current)
Design and Maintenance of web site.
www.nysmtbseries.com