



Eric Konarske

Objective

To obtain a position where my IT skills will be enhanced while making a significant contribution to a dynamic organization.

Experience

NSF International

Aug. 2005 – Current

User Support Technician

- Desktop and phone support for approximately 700 users
- Resolve hardware and software issues via telephone, email, and in person
- Support of all common Microsoft products
- Support of Palm and PocketPC devices
- Support of all in-house designed software
- Support of antivirus and anti-spyware software

DTE Energy

Oct. 2004 – Aug. 2005

LAN Administrator

- Desktop support of approximately 500 users via phone, email, and direct contact
- Support of Windows XP and 2000 clients including Active Directory
- Support of Lotus Notes, Microsoft Office, and all commonly used business software
- Support Palm and PocketPC devices
- Troubleshoot/resolve connectivity issues
- Enable/disable user accounts via Active Directory
- Implement new software packages via Marimba
- Implement new hardware as lifecycle dictates

Dakotech Inc.

Jan. 1999 – Oct. 2004

Network Engineer

- Provide phone and on-site support for approximately 50 customers
- Configure and install Windows based file and application servers
- Install and support all commonly used office software packages
- Configure and maintain backup procedures to protect company data
- Configure and maintain spyware and antivirus protection
- Maintenance and support for all versions of Windows software
- Resolve all network and connectivity issues

Ricardo Inc.

Nov. 1999 – April 2002

Network Administrator

- Maintain and support 15 NT servers in 3 locations
- Add and delete user accounts
- Setup file and directory access permissions
- Implement backup procedures using Legato Networker backup software
- Provide desktop support for Windows 2000, NT, 95/98
- Provide support for all installed software
- Install and continuously maintain anti-virus software
- Support Microsoft Exchange email server including Outlook client
- Install and support Microsoft Office

Ford Motor Company – IST

Feb. 1999 – Sept. 1999

Level II Technical Support Technician

- Provide level II support after three months as a level I technician
- Provide support for ten level I technicians
- Anti-virus coordinator for Vehicle Operations
 - Anti-virus web site webmaster
 - Ensure users have up to date AV software and are kept current on latest threats
- Led the Outlook migration team in converting from PROFS to Microsoft Outlook

Level I Technical Support Technician

- Support three buildings and over 1,000 end users
- Installed and supported over 20 Ford specific computer programs as well as Microsoft Outlook and Office 95/97
- Installation of Windows 95 and NT operating systems
- Provide support for over 1,000 PCs including operating systems, network setup and software
- Helpdesk phone support and troubleshooting

Computer Decisions International, Inc.

1996 – Jan. 1999

Field Engineer / Network Administrator

- Design and configure Windows NT networks for new and existing customers using combination of Windows 95, 98, NT Workstation, NT Server, and Back Office.
- Conduct Pre-Install Site Inspections to verify customer's hardware and software needs.
- Build servers and workstations in-house including software installation and assembling hardware.
- Installed and configured all customer specified software.
- Set-up, Configure and Install Microsoft Proxy Server, Microsoft Exchange Server, Microsoft Mail, and various configurations of NT
- On-site customer support and administration for customers requiring an administrator.
- Install and troubleshoot operating system and application software.
- Service and Support of Microsoft Exchange, Outlook, Office 95 & 97, Windows 95 & 98, Windows NT Server and Workstation, IIS, and Proxy Server
- Network Administrator for Computer Decisions. Network consists of 75 workstations using either Windows NT or Windows 95, and 7 servers including 2 Unix servers and 2 RAS servers.
- Customer service and phone support of hardware and software.

Skills

Experience in phone and on-site support for computer hardware and software in a large IT environment. Accomplished Network Administrator for small, medium, and large sized companies.

Education

Microsoft Certified Professional

Microsoft Certified Systems Engineer

- Passed Windows NT Server Exam and Class
- Passed Windows NT Workstation Exam
- Passed Windows NT in the Enterprise Exam
- Passed Networking Essentials Exam
- Passed Networking With TCP/IP Exam
- Passed Proxy server 2.0 Exam

Schoolcraft College **GPA: 3.96** **Degree:** Associate of
Science

- Major - Computer Science