

Dan Slama

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EDUCATION AND CERTIFICATIONS

Bachelor's Degree: BBA in Management and Information Technology (2006)

Viterbo University | La Crosse, WI

- ◆ Relevant courses: Various management courses, database management, various programming courses, project management, networking, etc.
- ◆ Finished my degree with evening and online courses while working full-time.
- ◆ GPA: 3.85, Dean's List 2005-2006

CompTIA A+ Certified (December 2010)

OVERVIEW OF QUALIFICATIONS

- ◆ Several years of technical support and customer service experience.
- ◆ Significant experience training end-users in a wide variety of IT-related topics.
- ◆ Supervision experience including hiring, training, scheduling, budgeting, and discipline.
- ◆ Administration experience including Windows Server, Exchange Server, and MS SQL Server.
- ◆ Extensive computer hardware experience. Able to diagnose and resolve desktop and laptop/tablet hardware issues, including replacement and upgrades of all components (both PC and Mac).
- ◆ Ability to create, test, and maintain customized software images using software such as Symantec Ghost.
- ◆ Skilled at virus/malware removal, also experienced with tape backups and Disaster Recovery planning.
- ◆ Office/AV equipment troubleshooting: printers, copiers, projectors, electronic whiteboards, etc.
- ◆ Database manipulation, troubleshooting, and maintenance.
- ◆ Thorough technical knowledge of Microsoft Windows and Office, including troubleshooting OS issues.
- ◆ Web design (HTML/CSS/PHP/Javascript); Programming experience includes Java, VB.NET, and VB6
- ◆ Network troubleshooting/setup including wireless.
- ◆ Excellent documentation and writing skills, with significant experience in creating technical help documents.
- ◆ Software knowledge includes, but is not limited to:
 - MS Windows Server 2000, 2003, 2008 (including Active Directory, Group Policy, etc.)
 - MS Exchange Server 2000, 2007
 - MS SQL Server 2000
 - MS Windows 7, Vista, XP, 2000, 9x
 - MS Office (all versions, PC and Mac)
 - Mac OS X 10.x, 9.x. Some Linux experience as well.
 - Symantec Backup Exec/Antivirus/Ghost
 - Adobe CS2/CS3/CS4 (Photoshop, Illustrator, Dreamweaver, Acrobat, etc.)

RELATED WORK EXPERIENCE

Information Technology Support Specialist (2008)

City of Onalaska | Onalaska, WI

- ◆ Successfully migrated all city data and client/server applications from old servers to a new data center
- ◆ Support proprietary applications, various government software packages, as well as MS Windows and Office
- ◆ Systems administration duties included Windows Server, MS Exchange, MS SQL Server, backups, etc.
- ◆ Assist with IT policy creation and implementation
- ◆ Liaise with vendors and staff to find cost effective technical solutions
- ◆ Prepare annual IT budget

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Information Technology Specialist 2 - Laptop Support Lead (2007-2008)

Winona State University | Winona, MN

- ◆ Communicate with vendors to resolve difficult software/hardware issues
- ◆ Manage work schedules and provide leadership and escalated support for full-time staff
- ◆ Resolve problems and complaints regarding both technical services and billing disputes
- ◆ Plan and implement policy/procedural changes regarding technical services
- ◆ Research and test new software and hardware and recommend purchases
- ◆ Assist in managing inventory, recommend purchases of parts and supplies as needed

Information Technology Specialist 1 - Laptop Support Technician (2004-2007)

Winona State University | Winona, MN

- ◆ Provide 1st, 2nd, and 3rd tier helpdesk support for the WSU Laptop Program.
 - Diagnose and resolve software, hardware, and networking issues in a timely manner, including upgrades.
 - Document all support issues and resolutions in the Clientele helpdesk database.
 - Provide telephone support and onsite support for faculty and staff desktop machines.
- ◆ Supervise up to 15 student workers, including hiring, training, scheduling, budgeting, and discipline.
- ◆ Create, test, and maintain customized software images.
 - Work extensively with the registry and Group Policy to implement user restrictions and modifications.
- ◆ Provide technical training to students and faculty on various topics in both a classroom and 1-on-1 setting.
- ◆ Create and maintain technical documentation for distribution on the web and SharePoint portal.
- ◆ Assist with and often lead teams to work on various projects, including:
 - Windows Vista compatibility testing
 - Windows 98 to XP transition
 - Mac OS 9 to OS X transition
 - Email migration from Domino/Lotus Notes to MS Exchange/Outlook
 - Testing and comparing hardware from multiple vendors, communicating with vendors as needed.

Helpdesk Consultant (2002-2004)

AE Business Solutions | Madison, WI

- ◆ Helpdesk consultant for the Winona State University Laptop Program.
- ◆ Provide software and hardware technical support for student and faculty laptops.

REFERENCES

- ◆ Professional and/or character references available on request.