

JOHN S. DURHAM

ACCOMPLISHMENTS

- I teach how to use and operate computers and applications
- I can make, retouch, chemically process photographs,
- I can teach how to build Computers
- I can teach small business marketing
- I have taught cash register operations including customer relations
- I have experience in employee supervision or management

SKILLS

- SAN & NAS
- Storage Systems
- install software
- Apple computer
- MS Office Trained, installed
- TCP/IP Trouble shoot
- cheerful attitude
- good work ethic
- trustworthiness
- teaching ability
- positive attitude
- PC computers build, repair
- Creative
- Problem-solver
- Resourceful
- Responsible

COMPUTER KNOWLEDGE

- Hardware:** SAN & NAS Storage systems, PC computers, , Macintosh, IP telephones, Load Balancing, VPN Gateways, Switches & Hubs digital photography
- Operating Systems:** Windows 8 to 95. Server 2003, Unix/Linux, DOS, Apple MAC
- PC Experience:** Repair, maintain, construct, install hardware, software, and peripherals including Multimedia components, alpha and beta testing
- Certification:** EMC Storage Technologist, Nortel (NCSS Alteon, NCSS Contivity VPN & NCSS Shared Media, Novell Computer Network Manager
- PC Applications Software:** MS Office Word, Word Perfect Photo Shop,
- Networks:** TCP/IP, Windows, Novell NetWare,

storage solutions for SAN, NAS, backup, restore data protection, including Bilingual Spanish support support Troubleshoot hardware/network problems, Install and configure computers, terminals, printers, and phones, Build/install OS on PCs, Install phones and handle phone system configuration for end-users

EMPLOYMENT HISTORY

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| Employment Coach | Employment Resource Center - |
| Technical Support Engineer II | EMC |
| Technical Support Engineer | NETAPP at Convergys - |
| Assistant System Administrator - Help Desk | WENCOR, WEST |
| Technical Support Engineer | NORTEL NETWORKS at Convergys - |

PERSONAL

Bilingual - fluent in Spanish