

Jonathan K. Wilkerson, CNA, MCSE

1409 W. Lakewood Drive ♦ Kansas City, MO 64112 ♦ (816) 555-9698 ♦ jkw@yahoo.com

Certified Network Administrator

Profile:

Talented network administrator with multiple certifications (CNA, MSCE, and A+) and seven years of progressively responsible IT experience.

Technical Expertise:

Operating Systems & Hardware

- Windows 95/98
- Windows NT/2000 Workstations
- Windows NT/2000 Servers
- Novell 5.1
- Linux/Unix/Ethernet
- IBM, X86, Macintosh Platforms

Software Packages

- Microsoft Office Suite
- Lotus SmartSuite
- Corel WordPerfect
- WinInstall
- Palindrome
- ARCserve

Protocols

- Cisco Router Configuration
- BayStack 350 Switches
- HP Pro Curve Switches

Programming Languages

- C++
- Visual Basic
- JavaScript

Professional Experience:

EDU-PLUS SOFTNET, INC. – Overland Park, KS

Network Administrator (February 2001-Present)

Junior Network Administrator (January 2000-February 2001)

Help Desk Manager (May 1998-January 2000)

Key Contributions:

- **Resolved systems slow-down issues** through network migrations, reconfigurations, integrations, and troubleshooting. Delivered measurable efficiency/performance improvements from 25% to 200%.
- **Designed and set up Macintosh and PC computer labs** for major education clients including the Kansas City School District and University of Missouri-Kansas City.
- **Developed and implemented network systems for more than 20 school districts** – finished all projects on or under budget and ahead of deadline. Provided client training in network operations and remote access.
- **Launched 24/7 service/support initiatives for customers** through Network Operation Center (NOC) design/implementation.
- **Managed and assisted in the installation/setup of 120-seat call center.** Configured separate networks using Compaq Proliant 1,500 servers, Ethernet network topology, and frame-relay WAN.
- **Significantly improved Help Desk customer service** through a major operational restructure – reduced average “hold” times from more than five minutes to 20 seconds.

Education & Training:

ROCKHURST UNIVERSITY – Kansas City, MO

Bachelor of Science, Computer Science (May 1998)

JOHNSON COUNTY COMMUNITY COLLEGE – Overland Park, KS

Certified Network Administrator (1999)

Microsoft Certified Systems Engineer (1998)

A+ Certified Technician (1998)