

# Ian Dutton

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## OBJECTIVE

Seeking a position as a IT Support Specialist with a dynamic organization

## TECHNICAL SKILLS

|                   |          |       |                  |        |
|-------------------|----------|-------|------------------|--------|
| MySQL(in Process) | Oracle8i | COBOL | CompTIA A+       |        |
| PHP (in Process)  | Pascal   | XHTML | CompTIA Net+     | Access |
| PhotoShop         | CSS      | Linux | CCNA(in process) | Visio  |

## PROFESSIONAL EXPERIENCE

St Catherine's Island Foundation, Midway, GA

NPO focusing on research and conservation

Network Administrator

2004-2008

- ⤴ Resolved 20% downtime by improving network security on a wireless network covering over 20 acres
- ⤴ Installed client/server network for New York Zoological Society
- ⤴ Troubleshoot wireless routers and connectivity issues on various laptops for customers
- ⤴ Handled calls 24/7 and did on site repairs.
- ⤴ Used various Operating Systems including Windows 3.1/9x/2000/XP, OS 9 OSX, and Unix/Linux Ubuntu/Debian

Syclone Designs Inc., Dawsonville, GA

ISP providing PC sales, web design, and network support

Assistant Field Tech

2001-2004

- ⤴ Installed and repaired Windows 2000 servers, and Firewalls
- ⤴ Troubleshoot and repaired peripherals (Modems, Printers, etc.)
- ⤴ Educated clients in the use of various software and peripherals
- ⤴ Improved customer satisfaction and retention by implementing proactive follow up

St Catherine's Island Foundation, Midway, GA

Seasonal Help

1994-2000

- ⤴ Maintained island grounds and equipment
- ⤴ Managed team of seasonal help

## EDUCATION & CERTIFICATION

BBA Information Systems, Georgia Southern University, Statesboro, GA

Study Abroad in St. Petersburg, Russia

CompTIA A+ Certification

QT8XT83DHKF41GW9

CompTIA Network+ Certification

FL80T7MDNK44Q8MP

Santa Rosa Junior College, Santa Rosa, CA