

BRIGHT STAR

(555) 555-5555
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EDUCATION

Clarion University of Pennsylvania, Clarion, PA

Bachelor of Science, May 20xx

Major: **Computer Information Systems**

Minor: **Computer Science**

Overall GPA: 3.2/4.0; Major GPA: 3.5/4.0; Minor GPA: 3.2/4.0

Financed 95% of my education through loans, scholarships and work-study job

CAREER-RELATED EXPERIENCE

Business Consultant, Small Business Development Center, University of Scranton, Scranton, PA

August 20xx-Present

- Provide TCP/IP Ethernet Network connection support
- Develop reports from existing databases and new databases as needed
- Administer the center's Windows NT file, web, and FTP servers
- Provide in-depth business consultation services in a variety of business fields
- Assist clients with development of a structured business plan
- Research, purchase, install, manage and maintain all new computer hardware and software
- Present seminars on business startup, planning, and e-commerce
- Prepare quarterly invoices to grant funding sources

Network Support Specialist, Electronic Commerce Resource Center, University of Scranton, Scranton, PA

September 20xx-August 20xx

- Provided on-site and telephone support to various DoD vendors
- Managed data backup, recovery, and media storage
- Presented training to groups, such as NCMA in eastern PA and the NYC metro area
- Configured and updated Watchguard firewalls, 3com switches & hubs
- Assisted in maintaining Linux (Bind) DNS servers
- Assisted with administration of Windows NT, IIS and 2000 servers

PC Support Technician, Small Business Development Center, Clarion University, Clarion, PA

August 20xx-August 20xx (work-study)

- Provided technical support for Microsoft Exchange 5.5 users
- Assisted in maintaining Microsoft Access databases
- Installed and upgraded PCs and networked printers
- Documented support incidents

COMPUTER SKILLS

- Microsoft Windows 2000 Server; Veritas BackupExec; Watchguard; Web design; Access