



Focus

I am looking to change career into an entry level sales position that will give me experience in the field and be able to offer a career path.

Professional Experience

The Pittwater House Schools, Collaroy, Sydney

Network Administrator, 2010 – Current

- Administered technical operations on Microsoft Windows 2008 servers running installations of Microsoft Exchange 2010, Microsoft System Center Configuration Manager 2012 and Symantec Backup Exec 2010.
- Supported and maintained a variety of business and industry specific software applications running on Microsoft Windows 2008 and Microsoft Windows 2003 servers.
- Provided end user technical support for a network of 700+ Users running a mixed environment of Windows XP, Windows 7, Windows 8 and OSX.
- Planned project for implementation of an online ordering system for the canteen and developed user documentation for the administration and use of the system by end users.

Vigilant IT, Milsons Point, Sydney

Network Administrator, 2007 – 2009

- Deployed and maintained Windows Small Business Server 2003 and 2008 servers and network environments for new and existing clients. This included the configuration of Active Directory, DHCP, Exchange 2003 and 2007, Microsoft ISA Server 2004, Symantec Backup Exec and the migration of data for any existing user profiles, mailboxes and company data.
- Troubleshooting numerous server, workstation, printer and networking issues via phone, email, on-site and remote support for network users at their business or home around the Sydney region. I would then discuss and communicate the issues and the solutions with the office managers for the businesses.
- Configured and installed Cisco Routers for ADSL internet connections and maintained and updated Cisco IOS versions.
- Developed technical documentation, checklists and guides to internal technical and business processes that increased the efficiency of common tasks including user and company data migration, backup procedures, active directory tasks and server setup.

Dee Why Computer Exchange, Dee Why, Sydney

Computer Salesman & Technician, 2004 – 2007

- Established customer needs and presented them with various hardware options that met the requirements. In doing so I gained valuable experience in explaining and communicating the various functions of different computer components in plain English so that it could be understood by people with little to no previous computer experience.
- Troubleshooting and diagnosing a massive variety of hardware, software and network problems for existing clients and walk in customers. After the problem was successfully diagnosed I would then call and communicate with the customer explaining to them the situation and what options they had to resolve it.
- Performed on-site setup and maintenance for many home and small business networks. This included tasks such as printer sharing, file sharing, wired and wireless router setup.
- Instituted a numerical booking and labeling system for all repair jobs to keep track and document the frequent daily bookings of repair jobs.

Education and Certification

- **ITIL version 3 Foundation Certificate**
Self-Study
- **MCTS: Windows Server 2008 Network Infrastructure, Configuration**
Self-Study
- **MCTS: Windows Server 2008 Active Directory, Configuration**
Self-Study
- **Microsoft Certified IT Professional: Enterprise Support Technician**
Self-Study
- **Tafe Certificate IV, Information Technology (Network management)**
Northern Sydney Institute
- **Cisco Systems Networking Academy, CCNA Stages 1 and 2**
Northern Sydney Institute
- **Higher School Certificate**
Manly Selective Campus

References available by visiting www.sonnybrown.info