

EVANS WINNER

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OVERVIEW

- Certifications:* CompTIA **A+** 2000 CompTIA **Linux+** 2007
CompTIA **I-Net+** 2006 Brainbench **MS-DOS 6** [expired]
- 6+ years system operations experience involving unsupervised grave, swing or weekend shifts requiring independent problem-solving of hard- & software issues, understanding of escalation procedures & critical / disaster-recovery processes (5 were in a deadline-based, high-output production environment).
 - Web development for idealstudios.com (1999-2001; now defunct) and for the Center for Infectious Disease & Immunity <http://hsc.unm.edu/com/programs/cidi/>; MS FrontPage, Emacs, ftp clients, Gimp, etc.
 - 3 years phone, email & in-person support (1 phone support for demanding commercial clients, 1+ in a large heterogeneous environment). Perfect score on the customer service portion of the A+ exam.

EXPERIENCE

Webmaster Center for Infectious Disease & Immunity Albuquerque NM 1/2008–Pres

Web design/maintenance; helpdesk & general IT.

- CIDI page and TVDC page; Access-based billing database maintenance and documentation; help with procurement, billing, for office; misc. helpdesk (software installs, document scanning, troubleshooting, new system setup).

Computer Operator I / II Sur La Table, Inc Seattle WA 2/2006–7/2007

iSeries / Windows system operations.

- Submitting/monitoring/manipulating processes, monitoring network & print queues; report generation & distribution.
- Limited-scope system administration services (save/restores, IPLs, user account setup, assistance with ptf/cume installs, general object management) on the AS400; writing & maintaining procedural documentation.
- Company-wide tier 1 support for Tradewind POS software, Palm-based handheld scanners, touch-screen kiosks, general Windows XP & Mac OS/X desktop & laptops, Island Pacific / CommercialWare software in System i, green screen / GUI clients, network password issues (using Active Directory client), Outlook, Excel, network & VPN connectivity, Monarch & other ticket printers, telephone & voIP systems. Used TrackIt call tracking software.

Computer Operator Automatic Data Processing Bothell WA 7/2000–11/2005

AS/400 / iServer midrange operations for payroll processing.

- Nightly batch jobs for financial transactions, tape cartridge & reel data backups & many types of miscellaneous processes.
- Oce 2040 / 750 printer maintenance; managed tape library & printer output.
- 2001 perfect attendance award.

Associate Customer Engineer ParTech, Inc. Boulder CO 6/1999–6/2000

Customer service-intensive grave shift phone support for Thinnet-based POS systems.

- Fixing operational errors; diagnosing hardware issues with touch-screens, printers, LAN, drives, etc; setup of network routing & other configuration issues & software upgrades on ParTech's POS software.
- Used NT Workstation & Clarify support database client

Computer Lab Monitor University of Colorado Boulder CO 1/1999–6/1999

Monitored university computer music lab. [Temp employee, not work-study]

- Support for `pine` email client in `UNIX` & other Internet clients on Macintosh
- Fixing problems with cabling (mostly MIDI-related) & support for MOTU Digital Performer.

MISCELLANEOUS

- Programming / shell scripting / markup, roughly in order of proficiency: Emacs lisp; MS-DOS batch; (x)html; `bash`; BASIC. Also a bit of x86 Assembly, `tel/tk`, `C`, `CL`, `troff`, `LATEX`. Code samples: <http://timbral.net/code/index.html>
- ca. 1999–2001, Web designer / coder for [now defunct] idealstudios.com. Site sold 50+ retail items (mostly art prints). Involved JavaScript & Perl (cgi) integration.
- Host site 'timbral.net' (Apache / linux / sendmail) from home.

EDUCATION

- Fort Lewis College, Durango Colorado, 2 yrs; University of Colorado, Boulder Colorado, 3 yrs; major: music composition; strong emphasis in music technology (Coda Finale, LilyPond, `csound`, `CM`, Max-MSP, etc.)
- Nancy & Ted Anderson Scholarship for Music Composition, 1996