Keith A. Bishop

Objective: To continue my career in an environment where my technical and managerial skills can be used to their fullest potential.

Skills

Hardware: Compaq, Dell, HP, and custom servers. SCSI & Raid Controllers. Network Switches, Routers, & Wireless Networking. PC and Workstation Hardware.

Software: Windows XP Home/Pro, 2000 Professional/Server, NT Workstation/ Server, 95, 98, & ME. Microsoft, Lotus & other office suites, Adobe Photoshop, HTML, XSL, JavaScript, and TCP/IP Applications.

Personal: Strong Troubleshooting, Management, Leadership and Instructional Abilities. Self Motivated

Education

Mansfield University Of Pa - May 1997

BA - Liberal Studies

Minor - Computer Science

Internship

MU Graduate Studies Department –

Graduate Dept. Website Design and Creation

Contact

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Experience

November 2003 – Present: **BC Technologies**   Mansfield, Pa
PC Repair Technician / Customer Support Technician
➢Build new workstations and servers
➢Evaluate, repair and upgrade PC's for customers
➢Install and upgrade software and operating systems
➢Setup and troubleshoot Windows and TCP/IP networks

November 2001 – November 2003   Warren, NJ
Network Consultant / PC Technician
➢Network Design, Setup, & Configuration in Business & Home Environments
➢Desktop, Laptop, and Printer Systems Repair & Maintenance
➢Dentrix Dental Office Software, Server and Client Installation & Configuration
➢PC Hardware, Peripherals, and Software Recommendation & upgrades
➢User Training and Instructional Documentation Creation for Software & Hardware

October 1999 – November 2001: **Qtopics, Inc.**   S. Plainfield, NJ
U.I. Development Manager/Customer Service Manager
➢Took Over Client and Customer Care as Manager of Customer Service
➢Client and Sales Team Training on Software and Website Software Use
➢Online Testing/Grading System Design and Prototype Development
➢User Interface Developer Hiring and Management
➢Website Release Planning and Management
➢Documentation of Functional Specifications, Admin & User Guides for website
➢Graphic Design and Implementation of HTML, JavaScript, and XSL Documents
➢Server/Workstation Hardware Installation, Configuration, & Troubleshooting

May 1999 – October 1999: **All-Tech Investment Group**   Montvale, NJ
Systems Engineer / Webmaster
➢WAN Management & Extensive Troubleshooting with Sprint, WorldCom, and Local Telco
➢Troubleshooting Frame Relay, Lease Lines and ISDN Backup Issues
➢Cisco Router & Switch Configuration & Management
➢Web Site Development & Management for Secure Internal and External Use
➢Network Management Software Setup and Evaluation for WAN Management
➢Tier II & III Support for Remote Access Users and Branch Offices

March 1998 – May 1999: **Computing Ability**   Parsippany, NJ
Systems Engineer / Webmaster
➢Setup and Configuration of Bloomfield College Network Infrastructure
➢Managed Dial Virtual Private Network (DVPN) for Major Clients of AT&T
➢Developed Web Based Migration Solution from DVPN to VPNS
➢Cisco Router, Switch & Checkpoint Firewall Setup, Configuration & Management
➢Server, Workstation, & Network Printer Hardware Setup & Configuration
➢WAN Circuit Management & Troubleshooting with Sprint, AT&T, and Telco.

References
Available upon Request