

Edward Boucher

Objective

To obtain an IT Management position.

Certifications

- Certified MCSE
- A+ Specialist
- Pending CISCO Certification

Experience

February 2001 to present American Cancer Society Washington, DC
Business Technology Specialist in Government Relations Department

- Serves as initial onsite coordinator of all business technology issues in branch office.
- Coordinates with onsite repair technicians and off-site support for all communications technologies (videoconference, PBX, mobile devices, computers, and multifunction devices.)
- Assesses training and performs training presentations for groups and individuals.
- Proposes, initiates, and maintains remote/onsite support initiative for the national headquarters' AppleTalk network.
- Provides documentation and project tracking on VPN, Common Operating Environment, wireless networking, and other initiatives.
- Reviewed and initiated conference room upgrade that decreased project costs by 70% and maximized functionality with legacy hardware.

December 1999 to January 2001 Asheville, NC
Self-Employed Freelance Computer Consultant

- Performed onsite digital imaging/desktop training for multiple photographic professionals.
- Researched and implemented high-end, budget-conscious hardware and software solutions for major photographic studios in the Asheville area.

February 1999 to December 2000 Iris Photographics Asheville, NC
Digital Department Manager

- Maintained and updated PC and Mac computers used for output, scanning, graphic design and photographic retouching.
- Established network of workstations to increase productivity.
- Performed and assigned production work involving high-resolution scanning, graphic design, digital photographic retouching, color laser copier printing, and CD-ROM authoring.

- Created a systematic method for equipment maintenance that decreased processing time.
- Promoted from sales position within 6 months based on technical skills, positive work ethic, and desire for more challenging responsibilities.

February 1998 to August 1998 Academic Computing Distributed Services
of the University of Minnesota
Computer Lab Attendant Minneapolis, MN

- Served as main contact for resolution of desktop related problems for 60 PC/MAC workstations.
- Maintained and upgraded computer work stations in multiple cartography labs.
- Performed LAN/WAN network troubleshooting on/for student computer support.
- Reported to senior administrator.

Technical Expertise

3com Palm OS Configuration, Blackberry Server configure and manage, Cross Platform CD-ROM development digital photo manipulation, High Resolution Scanning, HP Printing Systems Configuration, HTML, Lotus Notes R4 – R6 Administration, Macintosh 7.0 – X OS, Macromedia Director 6.0, Microsoft Office 97, 2000 and XP, Microsoft Server 2k and 2k3 Server Administration, Microsoft Visio, Non-linear Video Editing, Project Management, Quark Xpress, SAN Management, Siemen's Hircom 3.0 PBX switch Administration, Siemen's Phonemail Administration, Tanberg VTC setup and training, TCP/IP Troubleshooting, Xerox Printing Systems Administration

References

Furnished upon request.