

Edward Boucher

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Objective

To secure an IT management position that capitalizes on my ability to diagnose and resolve technical problems using Microsoft technologies and LAN/WAN support.

Qualifications Summary

Experienced professional working in medium-sized offices demonstrating the ability to take ownership of the planning, budgeting, and deployment aspects of various technology initiatives. Proven expertise in developing technical training and documentation tailored to user populations of varying technical proficiency. Earned reputation for quick service, high-quality product, and knowledgeable customer service support.

- Certified MCSE
- A+ Specialist
- Pending CISCO Certification

Professional Experience

2/2001 – Present

**American Cancer Society, GR Dept., Washington, DC
Business Technology Specialist**

- Serves as initial onsite coordinator of all business technology issues in a 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.

12/1999 - 1/2001

Freelance consulting, 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.

2/1999 - 12/2000

**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.

2/1998 - 8/1998

**Academic Computing Distributed Services of
University of Minnesota
Minneapolis, MN
Computer Lab Attendant**

- 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.

Additional 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