

# Aaron Benage

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## OBJECTIVE

Seeking a Windows 2000 network administration position where ten years of established computer and network problem mitigation experience coupled with excellent customer service skills will help realize a vision of success.

## EXPERIENCE

11/2002 – Present

Jon Harvey Associates-Boca Raton, FL

Network Administrator/ IT Department Manager

- Windows 2000 server administration.
- Desktop/End-user support.
- MS Exchange 5.5 management.
- Internal/external network security, auditing and response.
- ASP/SQL application development.
- Implement secure wireless network solutions.
- Telephone/Voice Mail installation and programming.
- Implemented internal Windows Software Update Service.
- Windows security management.
- Disaster mitigation and recovery planning

7/1999 - 5/2002

American Maritime Officers Plans-Dania Beach, FL

Network Administrator/ IT Department Manager

- Progressively promoted throughout employment, start as technician.
- Supported and implemented multiple LAN and WAN subnets.
- Cluster and SAN deployment and maintenance.
- T-1 and Frame relay provisioning and installation.
- Multiple Cisco router configurations and installations.
- Clustered SQL 7.0 and 2000 migration and administration.
- MS Exchange 5.5 management.
- Internal/external network security, auditing and response.
- Implemented corporate-wide helpdesk.
- Implemented and maintained Internet firewall.
- Provided leadership and mentoring to staff.
- Disaster mitigation and recovery planning

10/1998 - 1/1999 (Contract position)

M&I Bank-Madison, WI

Network Administrator

- Assessment of network topology.
- Recommended strategies for migrating to TCP/IP.
- Implemented DNS, DHCP, and Web Proxy services.
- Participated in Netware 5.0 and CheckPoint FW-1 rollout.
- Reviewed and implemented firewall and other security measures.
- Standard helpdesk duties such as PC maintenance and repair.

3/1997 - 9/1998

Electronic Theatre Controls, Inc.-Middleton, WI

Information Systems Specialist/System Administrator

- Administration of 350 node Windows NT and NetWare 3.12 LAN.
- Server and workstation operating system maintenance and upgrades.
- Server and workstation hardware maintenance and upgrades.
- Disaster mitigation and recovery planning.
- Cisco router installation and configuration.
- Telephone/Voice Mail installation and programming.
- Coordination and implementation of corporate-wide helpdesk.

7/1996 - 1/1997

VIEWnet, Inc.-Madison, WI

System Administrator/Systems Engineer

- Implementation of Windows NT LAN, TCP/IP, DNS
- Clientele and in-house technical support manager.
- Design and deployment of network servers and workstations
- Design and creation of company website and databases.
- Construction, configuration and installation of Desktop Video PC's

7/1995 - 6/1996

Softmart, Inc.-Madison, WI

Technical Support Representative

- Microsoft trained TSR for Windows 95.
- Customer service, telephone etiquette, and accurate call tracking.
- Led advanced training classes.
- Administration of advanced hardware research laboratory.
- Volunteer projects such as training, mentoring, and advanced call resolution.

2/1994 - 1/1998

Allegro Studios, Inc.-Janesville, WI

Technical Consultant/Engineer

- Maintenance of all computer, digital recording equipment and electronic gear
- Booking and scheduling recording dates.
- Leading tours of the recording studio.
- Recording, mixing, editing, and mastering audio.
- Content design, and graphic layout of clientele advertisements.
- Receptionist, clerk, and/or salesperson on any given day.

## EDUCATION

4/2001

NT School-Ft. Lauderdale, FL

Windows NT 4.0 MCSE Training and Certification

6/1992

Parkview High School-Orfordville, WI

Computer Sciences; Spanish I, II, III

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## SKILLS

Communication

Documentation

Security

Windows NT 4.0

Windows 2000 Advanced Server

Microsoft SQL 7.0/2000

Microsoft Exchange 5.5

Microsoft ISA Server

Microsoft SMS

SAN Technology (MS/Compaq)

Clustering Technology (MS/Compaq)

3COM Hardware

Cisco Routers

Conclave Firewall

Checkpoint Firewall

Citrix Metaframe

Windows 2000 Terminal Services

Frame Relay

T-1/PRI/BRI/ISDN

DNS/WINS

DHCP

TCP/IP

Veritas Backup Exec

Much More