

WILLIAM OLIVER
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Recent **Microsoft Certified Technology Specialist** with over 15 years prior experience in the IT industry. Experienced in upgrading computers since before they were “upgradable” starting with the TRS-80 Model III. Also experienced in network administration of various networks including: Windows NT, Active Directory, UNIX, Novell and Linux. Currently working on obtaining additional certifications to further demonstrate my experience and expertise.

TECHNOLOGY SUMMARY

Systems: Windows 3x/9x/NT/2000/2003/XP/Vista/7, Linux (Redhat, Fedora, Ubuntu), Novell Netware, UNIX
Software: MS Office, OpenOffice, MS Visio, MS SourceSafe, Adobe Acrobat, Norton AntiVirus Professional

EDUCATION

MyComputerCareer.com – Raleigh, NC

2011 to Present

Completed: CompTIA A+, MTA (Networking), MTA (Security), MTA (Server Administration), MCTS (Windows 7)

In progress: MCTS (2008 Active Directory), MCTS (2008 Network Infrastructure), MCITP (Server 2008 Administrator), and CompTIA NET+

Roanoke-Chowan Community College – Ahoskie, NC

Fall 1994

Associate in Applied Science Degree in Business Computer Programming

Cumulative GPA: 4.0, President's List

EXPERIENCE

Swift Transportation

OTR Driver

2008 to Present

Nations largest truckload carrier delivering freight to all 48 states as well as Canada and Mexico

- Currently Drive OTR (over-the-road) making on-time pickups and deliveries while managing personal time and adhering to DOT (Department of Transportation) hours-of-service regulations.

Atlatl, Inc. – Durham, NC

Network Administrator

1995 to 2008

Developer of software for the insurance industry marketed to agents directly and from various websites

- **Authorized Compaq Service Technician and Reseller and Certified Netware Administrator**
 - Purchased and configured Servers and PCs to deliver customers a complete Agency Management solution.
 - Provided customers with on-site training as well as phone and remote support.
 - Performed warranty repairs on Compaq Servers and PCs for customers and Atlatl.
 - Sent service documentation to Compaq for payment.
- Provided phone support for Atlatl software and websites. Assisted in creating and sending monthly updates.
- Created forms for Cap-Dat ACORD and streamlined the monthly update by automating the process.
- Managed the following: Network cabling; routers; switches; hubs; racks; Servers (Novell, Windows NT/2003) and PCs including updates; DAT tape backups; Norton Anti-Virus; phone system; office security.

Phil Coggin Agency, Inc. – Ahoskie, NC

Network Administrator

1985 to 2011

Insurance agency focusing on crop insurance for the farming community

Part-time 1985-1992; Full-time 1992-1995; Part-time 1995-2011 while at Atlatl and Swift

- Created and maintained computer data processing procedures.
- Developed a customized point-of-sale program and an agency management database application.
- Performed various annual marketing campaigns.
- Maintained Servers (LANtastic, Novell and Windows 2003), PCs, Printers, Phones, Copier, and Fax.
- Provided support for Windows, Virus Protection, Word Processing and Database.



Windows® 7, Configuration