

# Jason Smith

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## Qualifications

### Operating Systems

- Win 3.X; Win 9X, NT 4.0 WRK/SRV, Win 2000, MAC OS 7.6.X – MAC OS 9.x, Linux Slackware 3, Linux Redhat 5–7.

### Beta Testing

- Windows 98, Windows NT 5.0, Windows XP, miscellaneous games and software.

### Hardware Testing

- Motherboards, Sound Cards, Modems, NIC, SCSI Cards, Video Cards, Hard Drives IDE/SCSI, CDROM, CDR, CDRW, Tape Drives.

### Software

- Adobe Photoshop 5 – 6, FrontPage 98 – 2000, Dreamweaver 3 & 4 Flash 4 & 5, Adobe Golive, Paintshop Pro, Adobe Acrobat, Vantive.

## Experience

Computer Recyclers 2 – 01 / 10 - 01 Idaho Falls, ID

### Lead Tech & Sales

- Help customers with Desktop and Laptop purchase decisions.
- Troubleshoot and repair personal and business Desktop and Laptops.
- Operating Systems supported – Win 9X, Win 2000, Win NT, Win ME
- Test and configure hardware and software for customers and resale.
- Software – Windows OS, Microsoft Office 2001/XP and Norton Utilities.

Center Partners 8 – 99 / 2 - 00 Idaho Falls, ID

### Senior Tech – Email Support

- Respond to all incoming Email regarding UMAX Hardware and Software.
- Call consumers to troubleshoot upper level technical problems.
- Operating Systems supported – Win 9X, Win NT, MAC OS 7.X – 9,X
- Platforms supported – Performa, Power PC and PC Clones.
- Data Entry and Trouble Ticket support.

CTG of Boise 2 – 99 / 10 - 99 Boise, ID

### NT Administrator - Consultant

- Setup and Configure Micron Client Pro computers at site locations throughout Southeastern Idaho with NT operating systems.
- Configure NT Systems for LAN and Dial-Up connectivity utilizing VPN.

MSG 8 – 98 / 11 - 98 St. Louis, MO

Anheuser-Busch Sales Helpdesk - Consultant

- Field support for Microsoft Office and File Conversions.
- Knowledge of Compaq Armada 7700 Series Laptop.
- SecurID training for resetting and unlocking account passwords.
- Data Entry and Trouble Ticket support.

Innova Solutions 1 – 98 / 7 - 98 St. Louis, MO

WAN Technician - Consultant

- Field support for Microsoft Office and MS Exchange.
- WAN support for logging in, Resetting passwords and configuration.
- HTML Intranet Web Design
- Data Entry and Trouble Ticket support.

Roth Enterprise 7 – 96 / 5 - 99 Driggs, ID

NT / Network Administrator - Tech

- Microsoft Win NT, 9X and 3.X Training, Installation and configuration.
- Linux installation and configuration for Network support.
- TCP / IP Networking on Microsoft Operating Systems.
- USR Total Control installation and configuration.
- Router, HUB, Switch, CSU / DSU installation and configuration.
- DNS, WINS, DHCP, Domain and Sub-Domain assigning.

Micro Media 4 – 96 / 7 - 96 Rock Springs, WY

Computer Tech

- Microsoft Win NT, 9X and 3.X Training, Installation and configuration.
- Linux installation and configuration for Network support.
- USR Total Control installation and configuration.
- Hardware and software testing for building and upgrading computers.

AT&T Worldnet 4 – 95 / 11 - 95 Thornton, CO

Internet Helpdesk

- Internet Helpdesk support for Win 9X and 3.X.
- Installation and configuration of Dial-Up networking software.
- Data Entry and Trouble Ticket support.

StarTek 10 – 93 / 1 - 95 Greeley, CO

CMS Helpdesk

- Colorado Memory Systems SCSI and IDE Tape Drive support.
- Tape Drive installation, configuration, hardware and software.
- Data Entry and Trouble Ticket support.

## References

- James Bowen

Profession: Manager for Computer Sales and Service Store

Address: 1571 Laprele. Idaho Falls, Idaho 83402

Phone: (208) 542-9998

- Jackie Bierma

Profession: Development Workshop Janitorial Manager

Address: 1880 Falcon Drive. Ammon, Idaho 83406

Phone: (208) 529-6917

Cell Phone: (208) 200-6399

- Jason Day

Profession: Computer Sales and Service Technician

Address: 1325 Hoopes Avenue. #63 Idaho Falls, Idaho 83402

Cell Phone: (208) 200-1289

Email: jaywog@qwest.net

- Shane Chipp

Profession: Graphics and Sign Design

Address: 4208 Mesaview Court. Ft Collins, Colorado 80526

Phone: (970) 266-9421