

Kevin McCollum | 866 Amanda Lane Pontiac, MI 48340 | 248.390.2466 | kevinm@comcast.net

**Career Goal:**

To work in a friendly and high quality IT environment. Doing high level Network Administrator and Engineering level of services and support. Helping others learn new skills while acquiring new skills of my own. To help the company improve and grow, while minimizing any constraints.

**Highlights:**

Over 10 years of experience in IT Services. Including PCs, Servers, Printers, LAN & WAN Technologies. Over five years experience in a Level 1 and 2 Helpdesk. Excellent customer service and people skills. Organized, focused, professional, dedicated, friendly and willing listen and follow new plans & ideas.

**Education:**

***Certifications:*** Cisco CCNA - Expires June 2013

MCITP – Sept 2010 (70-640, 70-642, 70-648)

CompTIA A+, Network+, & Security+ completed through College Degree

***Oakland Community College*** : Auburn Hills, MI | 07 | Associates in Applied Science – Computer Support

***Rochester Adams High School*** : Rochester Hills, MI | Graduated June 2002

**IT Background/Skills:**

***Operating Systems:*** *Microsoft:* Windows 2000, XP, Server 2003 STD & SBS, Server 2008 STD & SBS, 7  
*Apple:* Mac OS X 10.5 & 10.6.x  
*Cisco:* IOS 12.x for Routers & Switches & ASA/PIX 7.x & 8  
*Linux:* Some experience with common distributions IE Red Hat & Debian.  
*Mobile:* Windows Mobile 6.5, iPhone OS, Android OS, Blackberry Ent 4.

***Applications :*** *Microsoft:* MS Office 2000-2010, Exchange 2003, 2007, 2010, IIS 6 – 7.5  
ISA 2004, 2006, Sharepoint 3 & 2010  
*Virtual Solutions:* VMWare ESXi & Hyper-V R2  
*Antivirus Solutions:* TrendMicro Worry Free Business, AVG full, McAfee Ent.  
*VOIP:* Asterisks & Some Cisco Unity / Call Manager Express 4  
*MISC:* Adobe Photoshop CS, Dreamweaver, Blackberry Enterprise Server

***Web Development:*** HTML 4.1, PHP 4/5, CSS, Some ASP .NET, some Java, MySQL 4/5, MS SQL 2005

***Hardware:*** PC Desktop & Laptop repair, Laser & Desktop Printers, Networking with Cisco (CCNA level)

***Other :*** Strong Knowledge of the OSI Model, IEEE 802 (SRS) & other basic security practices.

### **Employment History:**

***BOLD Technologies:*** Troy, MI | Sept 2010 – Present | Supervisor: Ken Denmark | Salary: \$55k yr  
Bold Technologies is a small business focused on providing IT Solutions for other small business. Although the majority of the business is Law Firm oriented, there is a wide verity of different environments. My position is to be the go to IT guy for the small business, whether it's a new pc install, current pc repair, server setup, maintenance. Resolving email issues, adding new users, really doing whatever the customer needs done. Customers are billed per hour on a per service call basis.

***Analysts/Netarx :*** Auburn Hills, MI | July 2005 – Sept 2010 | Supervisor: Bob Chapp | Salary: \$30k yr  
Netarx is an IT services staffing company that services clients all over the world. I've worked with several accounts while at Netarx ranging from onsite support at businesses and schools to remote desktop support for customers around the World. Some of the daily tasks include monitoring servers, networks, creating and modifying users in Active Directory, as well as take desktop support calls if a user was having any issues with their pc or mac, or needed helping installing a new application.

***New Edge Solutions LLC :*** Pontiac, MI | Jan 2005 – Sept 2010 | Owner: Kevin McCollum  
On the side, I started my own company, doing local onsite IT support for small businesses and residential customers. Job ranges from doing basic wireless network setups to designing and setting up full networks powered usually by Windows Server along with Cisco for the firewall, router and switch.

***OfficeMax :*** Auburn Hills, MI | Aug 2004 – Nov 2005 | Supervisor: Chris McGee | Salary: \$9.50/hr  
Sales Associate. My primary responsibility was to take care of the customer on the sales floor along with cashiering, merchandising and cleaning the store.

***Dynamic Computer Corp :*** Farmington Hills, MI | Oct 2004- Nov 2004 | Cindy Newman | Salary: \$24k/yr  
Account Manager, more or less just a temp sales position to see where I wanted to go for my career.

***CompUSA :*** Auburn Hills, MI | Feb 2001-July 2004 | Out of Business | Salary: \$7.50/hr + Commission  
Sales Associate. I was responsible for keeping different departments were organized and up to date. I also taught onsite training courses that customers signed up and paid for.

***United States Navy :*** Great Lakes, IL | Feb 2003 – March 2003 | AEFC-FC | Honorable Discharge