

# **Bill Robinson MCSA**

## **President – Flatirons PC Consulting, Inc.**

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*Proven Microsoft Certified Systems Administrator with nine years of IT experience.*

### **OBJECTIVE**

To obtain a challenging position within the world of Systems Administration in a team environment while continuing to gain experience, skills, and knowledge.

### **QUALIFICATIONS**

Much of what I have learned has been through experience. Problem solving and thinking on my feet are two of my best assets and have allowed me to gain a wealth of knowledge in the IT field. Patience, diplomacy and flexibility have helped me to support all levels of users from administrative assistants to presidents of billion dollar enterprises.

### **EXPERIENCE**

**President – Flatirons PC Consulting, Inc.** Louisville, CO Sept 2007- Present

Own and operate PC consulting firm with over 100 clients. Provide network, backup, server and printing support to clients ranging from 30 computers to single PC home users.

**Snow Computer Services**, Boulder, CO Nov 2006 – Sept 2007

#### **Network Technician**

Maintain servers, networks and workstations for small business and home user clients. Provide support for over 80 different clients in a wide range of environments. Maintain backup systems, troubleshoot hardware and software issues, provide hardware/software quotes and estimates.

**EggFusion, Inc.**, Boulder, CO Aug 2006-Oct 2006

#### **System Administrator**

Maintained Active Directory, Exchange, DHCP, and DNS for a start-up company. Provided support to twenty office users and executives in the field. Documented mission critical systems, user guides, and technical support manuals. Managed system backups and configurations. Perform periodic maintenance and software updates. Completed Server and workstations builds, configuration, and trouble-shooting.

**Media News Group**, Denver, CO May 2004-Aug 2006

#### **System Administrator**

Facilitated maintenance, installation and configuration of over 100 Windows servers and 100 NT and XP workstations. Created documentation of mission critical systems and technical support manuals. Maintained compliance of Software, drivers and patches on all machines using Configuresoft's ECM. Managed CA's eTrust suite including PestPatrol and Anti-virus. Supported and managed Exchange, Mailsite POP Email, SurfControl Spam Filter, and IronPort email gateway for 5000+ users. Managed IIS, Redline Web Accelerator and DB2 database hardware for hosting of over 80 domains. Supported web hosting of sites for over 50 newspapers.

## **Experience Cont.**

Managed NAT table on Cisco routers, port information on Foundry Switches, an SSL VPN, and VMware ESX Server hosts.

**TIC – THE INDUSTRIAL COMPANY**, Steamboat Springs, CO June 2001-May 2004

### Hardware Helpdesk Specialist

Diagnosed and resolved helpdesk support issues for 1000+ Field and 200 office users. Configured routers, cabling, printers and file sharing in a Windows 2000 / Novell networked environment. Trained novice and advanced users in scanning, tape backup procedures, cd burning, file management, outlook management, Office 2000/XP. Set-up small field office Windows2000 networks in over a dozen locations in the US and Mexico.

**SPRINGSIPS** an Internet Service Provider in Steamboat Springs, CO

March 1998-June 2001

### Technical Support and Marketing Director

Co-Founded successful Internet Service Provider and helped grow the subscriber base to over 1500 clients by 2001. Developed syllabi and taught customer training sessions. Supervised the following aspects of the company: technical support, advertising, and PR. Created superior reputation for company through excellent service and follow-up. Resolved client PC issues; established Internet connectivity and instructed users. Supported every brand of PC, notebook and home-computing environment.

## **EDUCATION / CERTIFICATIONS**

MCSA via – 70-270 (Windows XP Professional), 70-215 (Windows 2000 Server), 70-216 (Windows 2000 Network Infrastructure), 70-218 (Managing a Microsoft Windows 2000 Network Environment), and 70-217 (Implementing and Administering Windows 2000 Directory Services)

Dell Certified Warranty Technician

Dell Small Business Reseller

Netscout nGenius Certified

BFA in Theatre Design/Technology from Otterbein College in Westerville, OH Graduated 1993