

MIKE ST. CLAIR

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TECHNICAL BACKGROUND

Installation, configuration and installation of:

- Windows 3.1 Workstations
- Windows 9X/Me Workstations
- Windows NT 4.0 Servers/Workstations
- Windows 2000 Servers/Workstations
- Windows XP Workstations
- Novell Netware Servers
- Notes/Groupwise
- Outlook/Outlook Express
- TCP/IP
- DNS/WINS
- DHCP
- Active Directory
- Linux/Unix (Intel/Sun/HP/IBM)
- Cisco Routers/Switches (29xx, 4xxx, 5xxx, 6xxx, 7xxx)
- Intel-based Server/Workstation Hardware (Compaq, IBM, HP, Gateway, Dell, generic)

Other Specific Technical Experience:

- MS Office - all versions
- Corel/WordPerfect - all versions
- Security - intrusion detection, router-based, firewall-based (Checkpoint, Winproxy)
- Virus detection/prevention/removal - Network Associate's McAfee and Symantec's Norton Antivirus
- Help Desk Management
- Performance tuning, capacity planning, and systems management (PC, Unix, mainframe)
- Data communications (LAN, WAN, Internet, VPN, Frame Relay, DSL, broadband, FDDI, Ethernet-10/100/1000, dial-up, remote access servers)
- Voice communications (PBXes, key systems, voice mail, ACD queues, call data recording, leased and switched)
- Carriers - Qwest, Electric Lightwave, Sprint, MCI/Worldcom, AT&T
- Video conferencing (Picturetel, Polycom, IP-based, ISDN, leased lines, domestic and international)
- End User Support (local and remote)
- Software Deployment (SMS, remote installation and management)
- Databases (Sybase, Informix, Pick/Universe, Revelation)
- Troubleshooting - computer hardware/software, networks (LANs, WANs, carrier circuits)
- Product research, procurement, licensing

Education/Training:

- BS - Brigham Young University - Computer Science (2nd major - Accounting)
- Steven Covey's year-long Executive Excellence program
- Many Classes - Windows, Microsoft products, data communications/networking