

# MIKE ST. CLAIR

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## Technical Background

### Installation, Configuration and Management of:

- Windows 3.x/9x/Me/NT/2000/XP/Vista workstations
- Windows NT/2000/2003 servers
- Active Directory
- Novell Netware Servers (4-5)
- Electronic Mail - Exchange/Notes/GroupWise/Sendmail/Postfix/Exim
- Mail clients - Outlook/Outlook Express/Thunderbird
- TCP/IP
- DNS/DHCP/WINS
- Linux/Unix (Intel/Sun/HP/IBM/SuSE/Red Hat/Fedora)
- Cisco Routers/Switches (29xx/4xxx/5xxx/6xxx/7xxx)
- Hardware (Dell/Intel/HP/Sun/IBM/DEC/DG)

### Other Technical Experience:

- HTML/CSS/PHP/ASP/Javascript running on IIS and Apache web servers
- MS Office/Project/Visio
- OpenOffice
- Corel WordPerfect
- Security - intrusion detection and prevention, router based, firewall based (MS ISA, Checkpoint, IPTables, WinProxy)
- Virus detection/prevention/removal (McAfee, Symantec, F-Prot, AVG, Avast)
- Help Desk management
- Performance tuning, capacity planning, and systems management (PC, Unix, System I, mainframe)
- Data communications (LAN, WAN, Internet, VPN, Frame Relay, DSL, broadband, FDDI, Ethernet, dialup, x.25, remote terminal servers)
- Voice communications (PBX, key systems, voice mail, call centers, ACD queues, call data recording, leased/switched)
- Carriers (Qwest, Electric Lightwave, Sprint, MCI, AT&T, XO, Ameritech)
- Video conferencing (Picturetel, Polycom, IP-based, ISDN, leased line, domestic, international)
- IP Telephony
- End user support (local and remote)
- Software development (PHP, C, Assembly, Basic, Fortran, Cobol, PL1, mainframe, PC, Internet)
- Software deployment (SMS, remote installation and management)
- Databases (MSSQL, MySQL, Postgres, Access, Sybase, Oracle, Informix, System 204, IMS, Adabas, Pick/Universe, Revelation)
- Troubleshooting - Computer hardware, software, operating systems, networks (LAN, WAN, carrier circuits)
- Product research, procurement, licensing

### Education/Training:

- BS Brigham Young University - Computer Science (2<sup>nd</sup> major, Accounting)
- Steven Covey's year long Executive Excellence program
- Many classes - hardware, software, communications and management