PETER LAN

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INFORMATION TECHNOLOGY SPECIALIST

NETWORK ADMINISTRATOR / NETWORK SUPPORT / HELP DESK ANALYST

Solutions-oriented IT Professional with proven success designing, implementing and integrating cost-effective, high-performance technical solutions to meet challenging business needs.

- ➢ Solid knowledge of LAN/WAN network administration and support under Windows NT/2000 and SCO UNIX environments.
- ➢ Proven expertise in supporting and troubleshooting hardware, software and networking issues.
- ➢ Demonstrated ability to satisfy users through analysis and problem resolution. Recognized as the "go-to-person" for immediate resolution to technical issues.
- ➢ Organized, take-charge professional with exceptional follow-through abilities and detail orientation, able to plan and oversee projects from conception to successful conclusions.
- ➢ Outstanding communication skills; interfaces effectively with upper management, vendors, staff, peers and users.
- ➢ Strong technical background with a solid history of delivering outstanding customer service. Genuine commitment to quality and customer satisfaction.

CERTIFICATIONS

Pursuing MCSE Windows 2000 and CCNA Certifications

TECHNICAL SUMMARY

Hardware:	Desktops, Servers, Laptops, Modems, Network Cards, Mother Boards, Printers, Scanners, Routers, Hubs, Switches
Systems:	Windows NT/2000, SCO UNIX, Windows 95/97/XP
Protocols:	TCP/IP, NetBEUI, WINS, DNS, DHCP, Ethernet, Fast Ethernet
Software:	MS Office Suite 9X/2000, Veritas Backup Exec, Symantec Ghost

PROFESSIONAL EXPERIENCE

Computer Brokers, Inc., Miami, FL   09/2002 to 08/2003

NETWORK SUPPORT SPECIALIST / NETWORK TECHNICIAN

Accountable for leading team of 30 in testing, analyzing, troubleshooting and reconfiguring servers and laptops for resale to customers throughout the United States. Concurrently, responsible for administering, optimizing and supporting internal LAN/WAN infrastructure consisting of Windows 2000 Active Directory and more than 600 Windows 2000 Professional desktops. Researched, recommended and implemented new hardware and software into the environment to increase efficiency. Monitored and supported internal network security, including adding/deleting users and shared permissioning. Analyzed and resolved network and server connectivity issues.

PROFESSIONAL EXPERIENCE CONTINUED

Administered back-up/recovery solution utilizing Veritas Backup Exec. Provided support to internal users and external clients on all hardware and software issues.   Managed inventory of technical assets valued at up to $3M.

- ✓ Credited for developing laptop and server testing procedures resulting in 23% improvement in measured quality. Trained new employees on procedures.
- ✓ Solely responsible for repairing and testing all servers for clients.
- ✓ Improved compliance with Service Level Agreements from 83% to +98%.
- ✓ Audited all incoming desktops and laptops, including damage inspection, complete hardware reformatting and troubleshooting, reconditioning and hardware/software installation and upgrade.

Vanstar / Inacom, Miami, FL   1998 to 2000

LAPTOP REPAIR TECHNICIAN

Member of team of 2 accountable for analyzing, troubleshooting and resolving internal user's and external client's desktop and laptop issues for this leasing company. Repaired and configured laptops for hot swap customers. Configured and maintained customized images for each client and internal user utilizing Ghost software. Inspected desktops and laptops prior to shipment. Trained and mentored Junior Technicians. Gained extensive knowledge of all computer models including Compaq, Hewlett Packard and IBM.

- ✓ Credited with providing excellent support to 20 clients.
- ✓ Recognized for high level of productivity, analyzing and resolving technical issues within 24 hours.

Max Systems, Inc., Ft. Lauderdale, FL   1996 to 1998

COMPUTER TECHNICIAN

Accountable for building, configuring, troubleshooting and repairing computer systems for telephony companies throughout the United States. Set-up and configured servers and desktops including voice board models for automated phone answering systems. Configured computers using diagnostic software.

- ✓ Acknowledged for building, configuring and troubleshooting more than 100 units per day.

PROFESSIONAL TRAINING

Pursuing Microsoft Certified Systems Engineer (MCSE) Training

References Available Upon Request