

paul straw

paulstraw@paulstraw.com

+1 209.694.4425 (h)

+1 209.352.2340 (c)

about:

Information technology engineer with over five years experience in professional troubleshooting and support. Excels at learning and adapting to new systems and technologies. Experience managing Windows XP, Vista, Server 2003, Server 2008, Exchange 2003, OCS 2007, WSUS, Apple OS X, Symantec Endpoint Protection, Symantec Backup Exec, Cisco networking, VMWare, and ShoreTel VoIP systems.

experience:

Front Porch, Inc. | Sonora, California

June 2008 - Present

IT Services Engineer - I

- Hosted Exchange transition and management
- Company HQ network infrastructure management
- SharePoint 2007 server management
- Network and server health monitoring
- VMware server management

Front Porch, Inc. | Sonora, California

January 2007 - May 2008

IT Services Technician

- Exchange 2003 server management
- VoIP phone system transition and management
- Development/management of backup system for mission-critical systems.
- WSUS management and update deployment

Front Porch, Inc. | Sonora, California

June 2004 - December 2006

IT Services Intern

- System builds for new employees
- Phone system wiring
- End-user troubleshooting and assistance

certification:

- Cisco Certified Network Associate - December 7, 2007
- Microsoft Certified Professional - February 8, 2008
- Microsoft Certified Technology Specialist - June 13, 2008
- Microsoft Certified Systems Administrator - December 19, 2008