

Walter Underwood

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Objective

To obtain a position providing Computer Support at all levels in a growing company.

Profile

Motivated self-starter with 10-year+ track record in multi-task IT support. IT generalist with the ability to communicate technical items in a non-technical way. Troubleshooting and problem solving skills developed in many different working environments. Experience with Web Technologies, Enterprise servers, application support, purchasing, training, hardware installation, support and repair, Windows, Mac, and Linux operating systems. A+ Certified.

Experience

October 2007 – Current

The University of Louisville

Enterprise Systems Programmer II

- Install, configure and manage
 - Windows Enterprise Server 2003
 - Microsoft SQL server 2005
 - Suse Linux Enterprise Edition 10
 - Red Hat Linux 10
 - Novell Netware
- Provide Tier 3 level technical support for many programs and services
- Provide project management and support for projects involving outside vendors

July 2005 – August 2007

Preschool Language Literacy Lab at The University of Virginia (UVA)

Technology Director

- Responsible for the support of all technology needs for 4 federally-funded research projects
- Video, web, and database design and management, including training of all end users
- Collaborate with faculty on technological aspects of research projects, web-based data management and tracking of video for classroom observations
- Support and maintain technological facilities of lab, including server, computer software and hardware, audio-visual equipment, inventory
- Supervise Research Assistants assigned to technical jobs
- Create collaborative online environment for researchers located in Toledo, Ohio and Charlottesville, Virginia
- Perform presentations to UVA Local Support Partners Conference, Office Technology Conference, and Provost Office

July 2001 – July 2005

Clemons Library- UVA

Technology Specialist

- Primary computer support to 25+ staff members, and student workers
- Computer support to students in Clemons Library
- University Library staff training – including email, file management, computer purchasing, computer maintenance, printing, and more
- Installation and maintenance of 70+ computers. Purchase, install, and maintain: printers, handheld computers, laptop computers and other electronic equipment

Certifications, Acknowledgements and Presentations

- A+ Certified by Comptia
- Training of Technical Trainers Program - UVA ITC
- Web Basics and Web Designer Certification – UVA ITC
- Four outstanding departmental contributor awards – UVA
- Presentations
 - Conquer Your Files
 - File Management
 - Linux for Data Recovery