

## Neil P. Despres

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### SUMMARY

More than 5 years of experience in Internet technologies, including end-user systems, servers, WAN/LAN connections, and web development. Extensive experience in troubleshooting and repairing computer hardware and software. Strong background in user training and support documentation, and technical support.

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### EXPERIENCE

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#### **Relevant Consulting**

3/08-present

New York, NY

*Consultant*

- File Server (Windows Server 2003), Email Server, and LAN administration
- Designed, coded, and implemented new website to improve online presence of NYC-based investment banking firm
- Fielded customer support inquiries ranging from desktop and network support to change requests on custom development projects
- Configured, skinned, and customized CMS for NYC-based book distribution business

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#### **Cyberonic Internet Communications, Inc.**

1/03-3/08

Worcester, MA

*Technical Support Engineer*

- Led tech staff of 15 in diagnosing, repairing, and documenting support cases from a customer base of ~10,000.
- Configured and implemented new trouble ticketing system (OTRS) to better track customer cases and improve helpdesk response times.
- Customized web-based DSL availability pre-qualification tool to incorporate qualification data from new upstream providers.
- Developed custom browser-side scripts (Greasemonkey) used company-wide to optimize interaction with repetitively used 3<sup>rd</sup> party web sites.
- Built custom, web-based (PHP & JavaScript) automatic emailing tool which populates email sender, subject, and body based on selection of checkboxes and form data.
- Installed, configured, and implemented, in-house knowledge base system (MediaWiki) used to train new technicians, and to assist technicians with diagnosing customer issues.
- Documented business processes, and wrote how-to information for support staff using clear language, including screenshots to maximize comprehension and ease of use.
- Maintained and updated corporate website, and designed graphics for web promotions.
- Implemented monitoring system (Ipswitch WhatsUp Gold) to ensure proactive troubleshooting and optimum uptime for customer networks.
- Responsible for maintaining and troubleshooting office hardware, including desktop PCs, wired and wireless networking hardware and software, telephony, and printers.

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#### **Seven Hills Enterprises, LLC**

5/06-9/06

Worcester, MA

*Marketing Manager*

- Responsible for generating analysis and reporting on profitability of online sales activity in MS Excel.
- Designed templates for auctions and product listings on public marketplaces including eBay and Amazon.
- Wrote product descriptions and selected images for use in online auctions and product catalogs
- Operation was funded by Cyberonic Internet. Project cancelled 9/06.

**Mammoth Press, LLC**

4-04-3/08

Los Angeles, CA

*Site Administrator*

- Developed and maintained PHP/MySQL-based system running on custom CMS
- Responsible for server monitoring, backups, database optimization
- Created and maintained mailboxes for staff
- Implemented new CMS features when necessary

TECHNICAL SKILLS	Expert	Proficient	Familiar
<b>Hardware</b>	-Desktop troubleshooting and repair	-Notebook troubleshooting and repair	
<b>OS/Platforms</b>	-Windows 3.1 – Vista -RIM Blackberry	-Mac OS 7 - 10.5 -Windows Server 2003 -VMware Server	-Linux/Unix
<b>Desktop Software</b>	-MS Office	-Adobe Photoshop -Adobe Illustrator -Adobe Dreamweaver	
<b>Web &amp; Server-Side Applications</b>	-Ipswitch WhatsUp Gold (monitoring system) -Movable Type -MediaWiki -OTRS		
<b>Networking</b>	Configuring, Troubleshooting/Repairing: -DSL modems/routers [all brands] -Firewalls, routers, switches, hubs, NICs, wireless routers, repeaters, etc. [netgear/netopia/linksys/d-link] -Setup and Configuration of LANs and VPNs	-Mac Networking (AppleTalk) -CAT3/CAT5 cabling	-Cisco Firewalls
<b>Web Development</b>		-PHP -MySQL -HTML -CSS	-JavaScript -Greasemonkey