

Mark Lund

Computer and Network Tech

(916) 924-9856 marklund916@gmail.com markdigital.com Sacramento, CA

Qualifications Summary

- ✓ Certified professional - hardware, network, security and server
- ✓ Strong tech support and problem solving skills
- ✓ Excellent team and customer skills

Skills

- | | |
|----------|--|
| Software | - Windows 7, Vista, XP and legacy operating systems
- Windows Server, Active Directory
- Microsoft Office - Outlook, Word, Excel
- Tools for testing hardware and networks
- Mac OS X, Linux |
| Hardware | Installing, repairing and upgrading computers, peripherals and networks |
| Network | - Routers, cabling, DSL and cable modems, gateways, Wi-Fi, Internet
- TCP/IP, DNS, DHCP |
| Support | Troubleshooting, repair, upgrade, performance improvement, virus removal, help desk, research and documentation |

Experience

Freelance technician. 2000-2013. Assisting small businesses and individuals with technology. PC maintenance, repair, upgrade, performance improvement and malware removal. Backup. Internet connectivity. Peripherals. Tutoring. Research and problem solving.

Contract technician. 2005–2011. Robert Half Technology. Contract jobs including Network Administrator, server refresh, workstation upgrade and relocation. Follow client protocols.

System Administrator. A-Med Systems, Inc. W. Sacramento. 1999-2000. Provided complete IT services for a startup company. Designed and installed the small business network, including 2 Windows NT servers, 25 PC clients, Exchange mail, file and printer services, Internet connection, web site, firewall, user support, security and backup. CAT5 premise cabling. On call support 24 x 7.

System Administrator. Quanterra Inc. (now TestAmerica) W. Sacramento. 1985-1999. System Administrator for a 100 person laboratory. Duties included implementing and maintaining the network of minicomputers, servers, PC clients, printers and scientific equipment. Planning and budgeting. User support. System administration, backup, security. Maintained PBX. Coordinated a major data center move.

Environmental Chemist. California Analytical Laboratories (now TestAmerica). 1981–1985, Multi-Tech Laboratories 1977-1981. Performed chemical analysis of water, wastewater and soil, specializing in environmental chemistry. Followed EPA protocols. Used mass spectrometers, gas chromatographs and other lab instruments. Reviewed data.

Certifications

CompTIA: A+, Network+, Security+

Microsoft Certified Professional (MCP): Windows XP Pro (270), Windows Server 2003 (290)

Education

Information Technology, Los Rios Colleges, 2005 – 2009, 39 units.

B.S. Chemistry, Sonoma State University, Rohnert Park, CA.