Glenn C. Robinson   650-960-1435
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OBJECTIVE
PC Support Specialist

HIGHLIGHTS OF QUALIFICATIONS
- PC hardware installation, configuration, troubleshooting, maintenance and support.
- Windows 2000, XP, NT and 9x, configuration, maintenance and support.
- Network installation, configuration, troubleshooting, maintenance and support.
- Unix / Linux / Solaris fundamentals.
- HTML fundamentals

CERTIFICATIONS
- Cisco Certified Network Associate, CCNA
- Microsoft Certified Professional, MCP
- CompTIA Network+
- CompTIA A+

EMPLOYMENT HISTORY

Cable & Wireless / Formerly Exodus Communications, Santa Clara, CA   12/00 - 11/03
Network Coordinator
Analyzed and supported computer operations by monitoring system resources and provided first-line
support for operational problems. Configured monitoring of websites and network devices.
Used ticketing applications: Siebel, Remedy, Vantive.
Monitored with the following tools: HP OpenView Vantage Point, Micromuse Netcool, Freshwater
Sitescope, Quest Big Brother, Avesta eWatcher, and Computer Associates TNG Unicenter.

JDR Computers & Microdevices, San Jose, CA   7/00 - 12/00
Premier Accounts Sales Representative
Sold computers, network devices and computer peripherals.
Assisted clients in ordering customized computers.
Maintained and developed 110 premier accounts.

Advantage Homes, San Jose, CA   8/99 - 7/00
Sales Representative
Sold manufactured homes.
Mentored new employees.
Help earn the company approximately $320,000.

Circuit City, Mountain View, CA   11/96 - 8/99
Sales Representative
Sold Computers, Audio and Video equipment.
Awarded Presidents Club for High Sales Volume/Low Returns for twelve consecutive months.
Sales Excellence Award (Within Top 10% in Sales Volume.)

EDUCATION
Network Design and Administration, Three more classes for AA, De Anza College, Cupertino, CA
Cisco / Sun / Microsoft Academy, Graduated with Honors, OICW, Menlo Park, CA
Computer Network Systems Administration, Diploma with Honors, Silicon Valley College, SJ, CA

KEYWORDS

IT helpdesk, Data Center Technician, Network Troubleshooting, Network Installation, Network Repair, Computer Troubleshooting, Computer Installation, Computer Repair , PC Troubleshooting, PC Installation, PC Repair , Windows 2000 Server, Windows 2000 Professional, Windows NT Server, Windows NT Workstation, Windows NT 4.0 Server, Windows NT 4.0 Workstation Windows 98/95, Windows 9x, Unix, Sun Solaris 9, RedHat Linux 7.0, account executive, sales, salesman, computer sales, network equipment sales, audio sales, video sales, customer service, purchasing, training, inside sales, department manager, department head, department lead, Microsoft office suite