

MICHAEL POLLARD

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SKILLS

PC AND MACINTOSH SYSTEMS:

Desktop and laptop computers; installation, repair, maintenance and upgrades.
Hardware and software troubleshooting and support.
MS-DOS to Windows 7; Macintosh System 6 to OS X.
Software including all major office suites, email, FTP, telnet, and Internet browsers.

NETWORKS:

Hardware installation and configuration, wiring with various topologies.
Network installation, administration and maintenance.
AppleTalk, AS/400, DEC, Novell NetWare, Solaris UNIX, SUSE Linux, Windows.

PROGRAMMING:

C/C++, COBOL, Recital (xBASE), Visual Basic/VBA/VBS, WSH, Scripting, Object-Oriented Programming

OTHER:

Printer support, maintenance, and repair; terminals and thin clients; Windows Mobile devices.

PERSONAL

Detail oriented • Dependable • Ethical • Polite • Focused • Flexible • Fast learner • Team player

EXPERIENCE

- 2010 **WELLS FARGO ADVISORS** Bristol VA: *Server Refresh Project; third-party contract*
Replaced an aging HP server on Active Directory with a new Windows Server 2003 server. Migrated all office clients and verified proper operation.
- GENERAL DYNAMICS** Marion VA: *Desktop Support; third-party contract*
Hardware refresh project. Imaged new systems with Norton Ghost. Migrated Notes email, data, printers, and AD accounts between Dell systems.
- NATIONSTAR MORTGAGE** Johnson City TN: *Site Survey, Install, & Support; third-party contract*
Determined IT needs for new offices; replaced and upgraded existing infrastructure as needed; extended data and voice T1 lines; installed Cisco router, Dell Windows server, Dell desktop PCs, HP printers, Cisco VoIP phones; tested, cleaned up, and provided day-one support. Later contracted to add an analog fax line.
- 2008-2009 **SENATE STATE SUPPORT** Abingdon VA: *US Senate Field Technician; third-party contract*
12/2008: Deinstalled all office technology, packaged for storage. Local office for a retiring US Senator.
09/2009: Installed IP-based video telephony system. Local office for an incoming US Senator.
- 2009 **SOUTHWEST VIRGINIA MENTAL HEALTH INSTITUTE** Marion VA: *Computer PC Tech/Support; third-party contract*
Supported users with hardware, software, and printer issues in medical and office environments. Documented desktop hardware details and Windows domain account information.
- 2005-2009 **UNIVERSAL FIBER SYSTEMS** Bristol VA: *Technical Support Engineer (2005-2007), Network Analyst (2007-2009)*
Installed and supported hardware and software for computers, printers, terminals, and thin clients in manufacturing and office settings. Provided remote assistance via LogMeIn. Managed Windows, SUSE Linux and Solaris UNIX servers and Cisco network equipment. Created, upgraded, and maintained specialized applications in VBS, VBA, and Recital. Administered technology purchases and projects with multiple vendors.
- 2003-2004 **PENSACOLA CHRISTIAN COLLEGE** Pensacola FL: *Information Technology Help Desk*
Maintained, repaired, and supported Windows and Macintosh computers and printers. Maintained records in Track-IT!. Supported educational, corporate and manufacturing environments. Worked while attending school.
- 2002 **MARKETTOUCH** Alpharetta GA: *Systems Support Technician*
Assembled, configured and supported Windows computers and applications. Administered Windows Active Directory and Exchange Server accounts. Functioned as internal help desk.
- 2001 **COMMUNITY BANKSHARES** Cornelia GA: *Nightly Processing*
Ran nightly processing for three banks on an AS/400 system, printed reports and statements, backed up. Use and minor administration of AS/400. Worked nights while attending school.

- 2000 **NORTH GEORGIA TECHNICAL INSTITUTE** Clarkesville GA: *Work Study*
Assisted General Studies Department; tutored students; created GS website. Worked while attending school.
- 1999 **TURNER ENTERTAINMENT** Atlanta GA: *Call Center; third-party contract*
Responsible for resolving problems with network and office applications, including Novell NetWare and Windows networking and MS Outlook, on desktop and laptop Windows and Macintosh systems by phone and with remote access utilities including Timbuktu Pro.
- 1998 **ATLANTA VETERANS ADMINISTRATION MEDICAL CENTER** Decatur GA: *Computer Name Updating; third-party contract*
Modified the network configurations of Windows systems to meet new guidelines, recorded inventory information.
- 1997-1998 **ETHICON** Cornelia GA: *Help Desk Level 2 Administrator; IMAC Deskside Coordinator; third-party contract*
Functioned as Help Desk Levels 1, 2, and 3 and Install-Move-Add-Change Deskside Coordinator. Acted as substitute network administrator for Novell NetWare. Used help-desk software, including Intel LANDesk. Made sure issues were resolved in timely manner.

EDUCATION

- 2005 **PENSACOLA CHRISTIAN COLLEGE** Pensacola FL: *B.S.: Computer Information Systems*
Minor: Management. Magna Cum Laude: Cumulative GPA: 3.80/4.00. Member of student organization with two hundred members. Member of College Commerce Association. Tutored underclassmen in various subjects. Involved in various community service projects. Worked through much of school.
- 2002 **SANS INSTITUTE** Orlando FL: *System Administration, Networking and Security*
TCP/IP for Firewalls; Windows 2000/XP Active Directory and Group Policy; Security in Windows 2000, Parts 1 and 2; Windows 2000/XP Scripting and Security.
- 2001 **NORTH GEORGIA TECHNICAL COLLEGE** Clarkesville GA: *AAT: Computer Information Systems*
Honor Graduate. Cumulative GPA: 3.96/4.00. Included Windows Network Administration and Cisco-certified Networking. Worked through school.
- 2000 **NORTH GEORGIA TECHNICAL INSTITUTE** Clarkesville GA: *Technical Degree: Computer Information Systems: Networking Specialist*
Honor Graduate. Cumulative GPA: 3.96/4.00. Worked through school.
- 2000 **NORTH GEORGIA TECHNICAL INSTITUTE** Clarkesville GA: *Technical Degree: Computer Information Systems: Microcomputer Specialist*
Honor Graduate. Cumulative GPA: 3.96/4.00. Member of Phi Beta Lambda: Member of Social Committee, Presentation Committee; Georgia State Leadership Conference: First Place, Telecommunications; National Leadership Conference: Second Place, Telecommunications. Worked through school.

VOLUNTEER

- 2005-2010 **VICTORY BAPTIST CHURCH** Bristol VA:
Produced and edited a weekly television program using Final Cut Pro. Managed a van route for mobility-challenged members. Assisted in children's ministries. Participated in choral and ensemble music.
- 2002-2005 **PENSACOLA CHRISTIAN COLLEGE** Pensacola FL:
Participated in Campus Church children's ministry five semesters. Participated in symphonic or college choirs six semesters. Assisted with other campus and Campus Church ministries as opportunities as arose.
- 1997-2002 **CAMP CREEK BAPTIST CHURCH** Cornelia GA:
Captained weekly children's ministry bus route. Participated in church choir. Assisted with kitchen service in regular fellowship activities. Directed congregational singing on request. Set up a new computer for the pastor and transferred previous data. Worked with construction of new fellowship hall facilities.
- 1994-1995 **AIR LAND EMERGENCY RESOURCE TEAM** Watersmeet MI:
Northwoods Conference Center Service Award. Oklahoma City Service Award. Knoxville Service Award. Cadet Challenge Service Award. Search-and-Rescue Service Award.