

PETER J. SLOAN

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NETWORK ADMINISTRATOR/SYSTEMS ANALYST

Has spent time gaining experience in various aspects of network administration ▪ Attained CompTIA and Microsoft Office Certifications ▪ Is certified as a Dell Authorized Representative and LinkSYS level 3 technician ▪ Loyal and dependable quick learner ▪ Dedicated to providing quick and reliable results ▪ Team player who can guarantee the highest level of professionalism and attention to detail ▪ Experienced dealing with a wide range of diversity ▪ Responsible and punctual ▪ Experienced with basic network topology (LAN/WAN/Star/Ring)

Technical/Hardware Skills

- Technical Support
- Networking/ Troubleshooting
- Network Administration
- General Office Administration
- Systems Analysis
- Network Admin/Management
- Windows XP/Vista
- MS Office 2000/2003
- Visio/Virtual PC/Ghost
- Javascript
- HTML/CSS/XML/CGI/PHP
- TCP/IP/DNS/WINS/DHCP/SMS
- Windows Server 2003
- Active Directory
- Network/Basic Hardware
- Hubs/Switches/Routers
- Bridges/Cabling
- Coax/CAT5/Wallfishing

Employment

ShopUSANetwork.com, Brooklyn, NY ▪ 2008 – Present ▪ **Website Designer/IT Technician/Owner**

- Answering incoming calls generated by my advertisements for web designer and address clients over the phone
- Utilizes Adobe, PowerPoint, InDesign, Publisher, Frontpage, Flash and Dream Weaver to design web sites
- Keep exceptional organization via Outlook and Office Live

Federal Modification Group, New York, NY ▪ 2008 – 2009 ▪ **Computer Services**

- Created and Updated PDF documents that are emailed out to clients using Open Office
- Troubleshoot email disruptions of service, wireless office printer, laptops and installed IP phones
- Stayed on for 10 months as weekly help with printer trouble PDF updates every 2-3 weeks and learned the modification process of mortgages

Dell Computers, New York, NY ▪ 2008 – 2009 ▪ **Computer Operator**

- Accurately administered final exams without errors
- Troubleshot Microsoft Windows XP computers
- Contracted for the New York Law School, United Nations and the NYC Department of Education
- Installed computers for various departments and locations
- Installed Lexmark printers including network installations and printer cartridges
- Configured wireless laptops

Granite Energy, Las Vegas, NV ▪ 2006 ▪ **Telemarketer**

- Encouraged people to purchase oil and gas services
- Answered phones and cold called potential clients and completed prospective new lead sheets
- Trained the staff of telemarketers how to use office software for the auto dialer

Board of Education, New York, NY ▪ 2003 – 2005 ▪ **Teacher**

- Taught classes of 15 – 20 students
- Contracted for NY Chess Kids .LLC
- Kept dismissals orderly and helped custodians

Center for Instructional Resources-SUNY, Purchase, NY ▪ 2001 – 2002 ▪ **Lab Consultant**

- Maintained computer sign in sheets and handled various paperwork
- Provided technical support, handled printers and installed printer cartridges
- Worked one on one with students and provided exceptional customer service
- Answered the computer lab phone for general campus inquiries

Education

New Horizons Computer Learning Center, New York, NY ▪ 2007 – 2009 ▪ Completed the MSCA Program

Attained CompTIA A+, Network+, MCP and MOS Certifications

SUNY Purchase, Purchase, NY ▪ 2003 ▪ Bachelor of Fine Arts in Graphic Arts and New Media