

# Walt Howd

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## Summary

Technical specialist with versatile background in information technology seeking to contribute skills to the success of an organization with a stimulating and challenging creative environment.

## Skills

Able to understand complex systems, to create innovative solutions to problems, and to improve systems. Flexible team player with ability to handle multiple projects and maintain focus. Thrives under pressure. Good at seeing inner meanings, implications and possibilities. Highly autonomous, hard worker.

Years of experience with desktop troubleshooting and support. Adept at quickly identifying and troubleshooting problems. Professionally supported Windows 95/98/ME/NT3.51/NT4WS/NT4SV/2000Pro/2000SV/XP/2003SV as well as Apple machines from System 7.0 through OS X.

Network administration skills include network design, security auditing, IP routing, firewall design and intrusion detection systems. Experienced with installing and maintaining both Windows and Linux servers.

## Experience

Sungard Higher Education Network Systems Administrator II  
*Jan 2006-Present*

Responsible for deploying Ciscworks LMS suite for network wide management and reporting. Maintain and design physical network, manage core and edge routers and firewall. Manage packet shaping device and ATM WAN link.

Sungard Collegis Technical Support Specialist II  
*May 2004-Jan 2006*

Responsible for maintaining software images to be used on all desktop systems across campus. Deployed SMS 2003 server used to manage 1800+ client systems. Promoted after a year and half to Network Administrator.

Truman State University Technical Support Specialist  
*2001-May 2004*

Coordinate and provide desktop support in six thousand plus user environment. Manage and oversee team of student support technicians. Responsible for technology purchases across campus, acting as technical liaison between vendors and campus. Serve as UNIX technical lead for department and assist with custom application integration.

Compu-Tek Computer Corporation Technical Manager  
*2000-2001*

Manage and coordinate companies technical information processes. Responsible for network consulting team, advising and guiding store service center, and researching upcoming products. Created intranet applications to increase company efficiency and allow it to more efficiently serve its customers. Utilizes diverse technical background and communication skills to resolve advanced technical issues and questions as they arise on day by day basis.

Freelance Designer - Web Application Architect  
*1999-2001*

Web/intranet site design and application construction. Process client's

specifications and transform them into real work applications, utilizing one hundred percent in house code. Also performed backend system integration.

**KCOM Network Technician**  
*1999-2000*

Responsible for maintaining and administrating enterprise wide LAN/WAN technology. Mixed Netware/NT environment with one thousand plus user base. Designed enterprise wide system to remotely backup and upgrade every desktop client to latest corporate software standards. Responsible for file server maintenance, web site administration, ftp site administration, remote access modem bank, citrix server administration, and PC desktop application and security policy design. Served as level three technical support to the Customer Service group.

**Tek-Systems Consultant**  
*Spring 1999*

Project lead responsible for converting two retail storefronts to new enterprise standard. Installed and tested new equipment, setup and synchronized satellite communication system, and installed wireless LAN.

**KCOM Computer Support Specialist**  
*1998-1999*

Experience working as part of a team, providing solutions for faculty and students. Responsible for desktop maintenance, troubleshooting and configuration. Quickly elevated to level two support status, and then promoted after a year to Network Technician.

**Georgia Senate Legislative Aide**  
*January-April 1998*

Served as aide to State Senator Joseph Brush. Responsibilities included writing to constituents and colleagues, managing research projects, providing technical support, and performing clerical tasks. Also used communication and collaboration skills to coordinate legislation, and keep the office strategically informed on breaking issues.

**Independent Computer Consultant**  
*1994-1998*

Provided onsite support throughout the Midwest, servicing a variety of platforms. Provided a wide range of services, including network consulting, hardware installation, software trouble-shooting, personalized purchasing recommendations, and practical problem solving.

## References

Available on request.