Seweryn Onterby

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IT SUPPORT ENGINEER ~ ESCALATED IT SUPPORT SPECIALIST
Microsoft Certified Professional

Experienced IT support specialist and team leader, expert in reversing inefficiencies, elevating team accountability, and instituting formal processes that ensure on-demand services to customers flow effectively across a help desk and IT support operation. Acknowledged for capacity to unite teams in a spirit of consensus, build internal and external relationships, and establish the ground-rules for optimum performances. Leadership has been cited for improving team morale, rapidly resolving customer-support errors, and spearheading the type of solutions crucial for maintaining quality, mitigating risk and sustaining business reputations. Reputed for exercising initiative, accepting challenges and analyzing alternatives to overcome obstacles.

☐ Value Offered

- Systems Analysis
- Window XP, 2000, Server 2003, Vista Installations/ Configurations
- System Performance Optimization
- Data Backups
- Productivity Improvements

- IT Support (2nd/3rd Tier)
- Resource Allocations
- Network Troubleshooting, Maintenance, Configurations, Safety and Quality Procedures
- Software Support
- Server Design/Solutions
- Process Reengineering

- Hardware Troubleshooting and Repairs
- System Security
- Team Training and Performance Evaluations
- User Guides/Documentation
- Enterprise Technologies
- Risk Mitigation

☐ Certifications | Training | Education

Microsoft Certified Professional, Computer Institute of Harrisburg, PA (2007)

Advanced Diploma in Computer Systems Engineering, South University, Harrisburg, PA (2005)

Diploma in Computer and Information Science, South University, Harrisburg, PA (2002)

☐ Benchmarks and Milestones

- Drove 66% gain in technician productivity for completing repairs, via a directive for sales representatives to seek information through formal channels and reduce ad hoc requests.
- Delivered 20% increase in new system building through reorganized work areas.
- Committed to provide customers with 48-hour support turnaround for issues experienced in the first month of delivery.

Daily IT Repairs Productivity Gains

■ 2005 ■ 2007
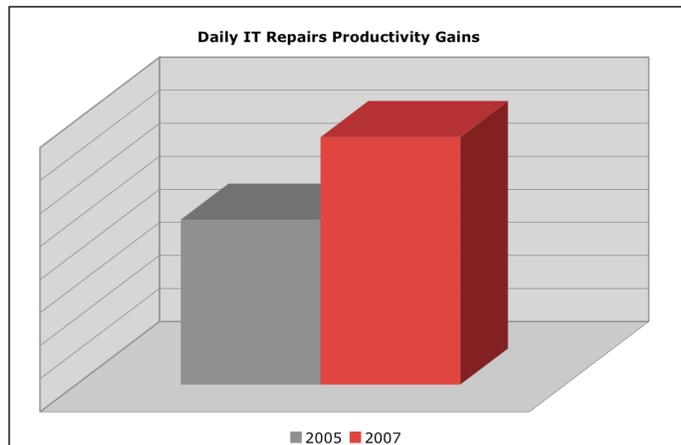
☐ Employment Narrative

CENTRE COM SUNSHINE
IT Support Technician (2nd/3ʳᵈ Tier Support)/Team Leader

9/2005–Present

Gained distinction as a troubleshooter of merit, handling escalated customer support requests that eluded first tier support operators. Quickly mastered the challenges of a service and technical support role despite no previous experience. Within 12 months won promotion to team leadership role.

Secured reputation for rapid, workable solutions and strategic thinking that overcame a diversity of issues experienced by users of desktop computers, notebooks, Windows platforms, LANS, and servers.

- **Best Practice Modeling:** Transformed a chaotic work environment struggling to maintain workflows and deadlines into a model of best practice. From lack of bench space and documentation and insufficient workspace for three computer technicians, the department now boasts full documentation and record keeping, formal reports, and clear workspaces capable of accommodating up to six technicians.
- **Productivity Improvements:** Drove 66% gain in technician productivity for completing repairs and a 20% increase in new system building through reorganized work areas and a directive for sales representatives to seek information through proper channels.
- **Process Reengineering:** Revamped repair request forms to assist technicians in better analyzing and diagnosing repair options. New forms allow technicians to review past repair works and detail examples of problems experienced for replicating issues and sourcing solutions.
- **Quality Assurance:** Vastly reduced the number of return items and volumes of technical support complaints following rollout of a new quality procedure. Today each system is tested three times to ensure hard drives, memory and burning within Windows is completed prior to distribution.
- **Deadline Compliance:** Presided over the mass production of pre-built branded systems personalized with customer's choice of five operating systems. Consistently achieved weekly deadlines for producing computers and providing post-purchase customer education.
- **Enriched Communications:** Steered communication strategy designed to improve interdepartmental miscommunications. Meetings provided the necessary dialogue between technical, sales and warranty departments to resolve long-term issues.
- **Mentorship and Training:** Improved the knowledge base of all technical support staff, by reinforcing the importance of end-of-day meetings to brainstorm solutions or seek information on complex issues. Monitor performances daily to ensure compliance with procedures.

☐ **Company:**
Local computer retail chain with nine outlets and employing 100 staff.

☐ **Clients:**
Small-to-medium sized businesses, SOHO, and home users.

☐ **Summary:**
Customer support, hardware/software troubleshooting and solutions development, reporting, operating system administration, team training, network permissions, hardware and software installations.

☐ Prior Engagements

- YOUNG SANG, Footscray (12/2003–11/2004). **Forklift Driver/Stock Picker**
- ACTION JAMES GROUP, Altona (1/2003–11/2003). **Stock Picker**

☐ Technology Snapshot

Microsoft Operating Systems 2000, Server 2003, XP, Vista | Software Development: C / C++, Java Hardware Devices and Drivers | Network Protocols and Services | Drive Mapping and Permission Setting | Cisco Routed and Switched Networks

ROBYN PEASE

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IT PROFESSIONAL

PROGRAMMER | SOFTWARE DEVELOPER | DATABASE / SYSTEMS / NETWORK / ADMINISTRATION

Member, Association for Computing Machinery | Active Secret Security Clearance

Project management, problem analysis, and a mastery of diverse IT disciplines underscore a successful and progressive career transitioning across network and system administration roles, through programming and development, and highly complex IT project-management engagements. Responsive and enthusiastic to the prospect of change and considered a 'hands-on' leader, expertise has been proved sound in adapting dysfunctional technology environments to support the needs of end users with robust, secure, and stable systems and networks. As a skilled communicator with experience in international environments and exposure to multiple cultures, enjoy uniting stakeholders with diverse agendas towards a common goal, and turning a vision into a practical reality. Objective, analytical, and detailed. Enjoy troubleshooting and turning around stalled projects for on-time delivery.

VALUE OFFERED

- Functional Overviews and Specifications
- Network Protocols/Standards
- Procedure Development
- System Architecture
- Data Integrity Assurance
- Database Design/Installations

- Application Development
- Database Administration
- Local Area Networks
- Wide Area Networks
- Management Information Systems
- Quality Control

- Capability Maturity Models
- End User Support
- Capacity Planning
- Information Systems Integration
- Network Administration
- Project Planning & Lifecycles
- Business Case Development

EMPLOYMENT NARRATIVE

DEPARTMENT OF DEFENSE   3/2005–Present

IT Project Manager (Major)

Reported to: Project Dependent (Deputy Chief of Personnel, Chief of Intelligence). Environment: 3 networks (NATO Secret, Mission Secret (KFOR) and unclassified).

Confronted upon commencement with an IT environment that had failed to recognize the contribution of civilian stakeholders. Insufficient information flows had negatively impacted projects, inadequate staffing levels were stalling momentum, and unusual NATO regulations governing software development had slowed projects substantially.

Immediately invited all civilian and military stakeholders to contribute to project troubleshooting sessions—the first time issues had been raised. Identified expectations of functional users compared with IT constraints, and delved into the potential issues surrounding the required prototype.

- Addressed senior executive personnel on the use of the SharePoint portal. Embedded technological demonstrations in presentation highlighting the advantages of deploying the technologies to streamline daily operations and enrich team collaborations. Following presentation, US Chief of Staff ordered mandatory briefing for all staff within headquarters. Progressed to provide one-on-one training to multinational administrators.

- Headed several highly complex upgrades of software installations and system upgrades including a transition to MS SharePoint portal, where years of outdated documents required conversion and migration to the new system.

- Troubleshot and mined data from a dysfunctional Access database—unstable through undocumented alterations and multi-person access. Exposed cause of problems as users developing systems ad hoc without access to appropriate development resources.

- Transitioned idea to create facial recognition application to a practical strategy. United stakeholders to define system expectations, analyzed potential for successful delivery, highlighted security and support issues, and pinpointed disaster recovery issue in commercially available software.

- Investigated the impact of software upgrades on headquarter operations and multinational brigades. Built and presented case of recommendations to project sponsor to aid decision making surrounding scheduling, training, equipment additions, and network throughput.

- Despite incorrect Office version and no Open Directory authentication, project-managed document porting following implementation of Microsoft SharePoint throughout headquarters.

DEPARTMENT OF DEFENSE (Continued)
Application/Internet Developer (2000–2004)
Reported to: Chief, Data Processing. Direct Report: Junior Programmer.
Non-existent data integrity, poor data quality, and outdated COBOL programs ported more than a decade earlier, had plagued batch transaction-processing systems in each functional area. Systems and subsystems on diverse platforms, disparate databases, and no system manuals, presented significant challenges with potential to negatively impact soldier pay rates and more.

- Researched system and monitored data continuously to identify unexplained codes and patterns between systems. Pinpointed disconnects and mastered flow of data flows through entire fiscal system. Received an on-the-spot cash award.

- Won "on-the-spot" cash award for establishing an orders query system that overcame long delays as information progressed through approval system for staff travel or weekend duty. With 65,000+ orders published annually, new system permitted access by users to check order progress. Initiative eased the administrative burden on unit clerks, and streamlined the process of information to personnel.

- Designed a travel voucher system using extracted data from a Sybase database and integrating through the orders query system. New system was an outstanding success in fast-tracking issue of more than 40,000 travel vouchers annually—eliminating complaints, and boosting the productivity of staff.

- Successfully created test scripts without a "safety net" testing environment. Installed on live production systems, scripts necessitated 100% logic with all exceptions covered. Documented scripts meticulously allowing future developers to master the use and content immediately.

Programmer Analyst, Data Processing (12/1999–6/2000). Supported National Guard Bureau Standard Army Management Information Systems (STAMIS) approved software. Maintained reports, database tablets (Oracle, INFORMIX, and SQL Anywhere), user manuals, and program release changes.

Computer Specialist, Special Project (Temporary) (12/1998–11/1999). Installed and reconfigured RCAS computers, printers, and hubs. Configured and migrated users' existing data and authorized programs. Verified migration/configuration accuracy through user testing, and troubleshot intranet and internet connectivity and client/server issues. Devised scripts that periodically cleaned and sorted information in an outdated supply system. With no documentation for support, manually observed system in operation, and improved the user experience by ensuring data was relevant.

—— TECHNOLOGY SNAPSHOT ——

- **Applications:** Microsoft SharePoint Portal, Access, Word and Outlook software. Microsoft Works, Paintshop Pro, Oracle, Portal, Excel.
- **Programming:** Java, JavaScript, C, C++, C#, PL/SQL, ADO.NET, ASP, Cascading Stylesheets, (CSS), UNIX Shell Script, Hypertext Transfer Protocol (HTML), ODBC, PERL, Web Services
- **Platforms:** Windows NT 4.0/XP, HP-UX, Solaris, Linux, Novell OS, Apache Web Server.
- **Methodologies:** Booch, Client Server, OOP, Waterfall, UML.
- **Database:** Oracle, Informix, MS SQL Server, SYBASE.
- **Development:** Microsoft Visual Studio, Apple WebObjects.
- **Environment:** Procedural Object Oriented, UNIX Mainframe, NT Workstation.
- **Protocols:** BDM (HTTP, ARP, ICMP, BOOTP, SNMP, SMTP, POP3, PPP), TCP/IP UDP.

—— EDUCATION | TRAINING ——

Master of Science in Information Systems
Aspen University *(Anticipated 2007)*

Bachelor of Science (Computer Science)
California Polytechnic State University

Training includes: ASP.Net Programming, Enterprise JavaBeans and J2EE, Oracle 9i: XML Fundamentals for Developers, Java Programming, Oracle 9iAS: Develop Web Services, Oracle 9i: Create Servlets and JavaServer Pages, Java Program Language Workshop, Programming Apple's WebObjects Development I & II, Design Patterns Workshop, Object Oriented Apps Analysis and Design for Java Technology, Oracle 9iAS Portal: Build Corporate Portals, Oracle 9iAS Portal, Perl: Packages, References, Objects and Modules, Learning Perl, Develop PL/SQL Program Units

DARREN SMITH

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TECHNICAL PROJECT MANAGER| TEAM LEADER

Seasoned project leader, expert in managing customer expectations, prioritizing workflows for maximum productivity, and uniting people to achieve a common goal. Analytical and logical approach to resolving problems is underscored by capacity to instill a team spirited atmosphere where the best solutions arise from collaborative brainstorming and ownership of issues and tasks. Acknowledged for inherent strengths in mastering new concepts, and communicating from computer room to boardroom.

Value Offered

- Large Multi-User Network Administration
- Project Management
- Workflow Prioritization
- Cost/Benefit Analysis
- Business Strategizing
- Management Consultation

- Expectations Management
- Relationship Building
- CISCO Routing Equipment Configurations
- Test Plans & Procedures
- Policy & Procedure Development

- Exchange Server Network Installations and Maintenance
- Team Leadership/Direction
- Productivity Improvements
- Multi-site Team Management
- Capacity Planning
- Risk Management/Reduction

Technology Snapshot

Intel x86 Servers and PCs, Cisco routers, Cabletron Switches, HP JetDirect devices, Novell Netware 4.11, Windows NT 4.0, Windows 95, Exchange Server 5.5, Intel Landesk Management Suite, SQL Server 6.5, Cabletron Spectrum, MS Proxy 2.0, Altavista Firewall, Microsoft Office, Turbo Pascal, C++

Notable Projects: 1997–2006

- **SPARQ Infrastructure:** Following company merger, secured role on elite technical team to devise a common infrastructure and transition key staff. Led initial design phase, prepared and reviewed design documentation, and delivered training to pilot staff during migration.

- **Exchange 2000 implementation. $500K.** Overcame regional "silo mentality" of staff loyal to former employer in an effort to unite teams throughout a six-month project to upgrade all email systems used by 2800 desktops to a single standard.

  → Assumed technical lead of a team of five. Documented existing infrastructure, designed proposed replacement systems and configurations, prepared test lab for testing system upgrade methods, defined system specifications, and ordered hardware

  → Devoted long hours to project manage implementation across 17 separate sites.

- **Common Internet Services Infrastructure.** Led 14-month project designed to reduce the complexity and confusion of a recently merged technology environment through a consolidation process that aimed to retain performance and functionality. Audited equipment, software, internet access points, and services, investigated available products, evaluated and selected solutions, and designed strategy for implementation. Decommissioned existing systems, and migrated data to new installations.

  → Despite a mid-project replacement of the project manager the $600K project across 2800 desktops was delivered on time and on budget.

- **Exchange Server 5.5 Rollout.** Steered $200K project to 500 desktops in 7 months. Supervised two contractors and delivered the four-month project to deadline. With minimal impact on daily work functions tolerated, the majority of work was conducted after business hours across a large geographical region.

- **Cabling Upgrade.** Assumed technical lead for $70K outsourced project to rework inadequate cabling infrastructure in preparation for a substantial upgrade. Coordinated onsite access for contractors, supervised a team of two, and communicated project progress to staff as the first point of contact. The project, successfully completed within the 3-month deadline, became the stepping-stone toward improving performance and reliability.

- **Standard Operating Environment Development.** Headed a preventative program designed to reduce variations in the build process by driving formal standards across all systems.

Employment Record

GREENER ENERGY, Rocklin   12/1997–Present
Computer Systems Officer, Network Administrator, Email Systems Administrator
A company merger boosted the scope and scale of the role of Computer Systems Officer by 400% as customers serviced increased to 2500 plus. In tandem with the amalgamation of 7 companies into a consolidated entity, distinct challenges emerged across the IT infrastructure and teams—each with diverse agendas, policies, procedures, and equipment.

Over time, the Microsoft Exchange infrastructure grew to 20 servers and more than 3500 customers and later, the role expanded to oversee internet systems and provide technical support to top executives.

- **Merged 7 distinct email environments to one**. Formed representative team from each region and led the strategy and integration throughout the complete project lifecycle. Upon the success of the consolidation effort—considered one of the largest and most distributed network and user base in the state, won appointment to Email Systems Administrator for the merged entity.
- **Led 7 major projects** worth hundreds of thousands of dollars, affecting more than 3500 workstations and staff.
- **Delivered an inexpensive solution** that slashed the system-draining volumes of SPAM by 55% and only minimal "false-positives." Within 7 months of implementation 1.4 million messages were identified and rejected as SPAM—saving an estimated 4000 working hours annually.
- **Instigated centralized location** to store all licensing and service account information used by IT support staff. Initiative boosted staff productivity and simplified process of sourcing information.
- **Composed support documentation and manuals** detailing timesaving support issues and resolutions, regular maintenance, and information for end users to cope with SPAM.
- **Cut costs of hardware and software,** and produced ongoing savings on telecommunication billings by rationalizing internet infrastructure by 66%.

HAVELTONE CITY COUNCIL, Haveltone   1/1997–12/1997
Network Administrator
Within 11 months steered several prominent, mission-critical projects to improve system stability, expandability, and effectiveness, while simultaneously servicing the needs of 200+ customers across multiple sites. Gained reputation for capacity to coordinate workflows, embed quality, comply with project milestones, and deliver results—despite the challenges inherent with technological rollouts and competing priorities. The largest project, a replacement of the council's primary servers, delivered substantial productivity gains with **start-up time being cut by an impressive 93%.**

- Transformed sluggish, out of warranty system with long "boot up" and shut-down times, and poor performances during peak loads, into a **model of network responsiveness.** Analyzed system, collected performance metrics, and presented persuasive case to management justifying $120K cost. Managed tender submissions and evaluations, hardware orders, installation, and system migration—delivering the project successfully within 3-month deadline.
- Key participant in **new network design**, collaborating with the telecommunications officer in tandem with maintaining and troubleshooting equipment.

COUNTING DOWN DATA SYSTEMS   6/1996–1/1997
Network Support Person
Quickly mastered the nuances of the Novell and Windows NT systems and servers, progressing to provide support to customers on both routine and complex issues across multiple business sites.

Education | Training

Bachelor of Computing
University of California

Certified Novell Administrator | Microsoft Certified Professional

Training includes: Microsoft Networking Essentials | Windows NT 4.0 Administration | Windows NT 4.0 Core Technologies | Supporting Enterprise Technologies with NT 4.0 | Internetworking TCP/IP with Windows NT 4.0 | Design and Implementation of Exchange Server 5.5

Rebecca Torwing

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Analyst / Programmer

Experienced **analyst/programmer** acknowledged for talents in responding to the fast-paced demands of 24 x 7 environments with mission-critical system and support needs. Recognized by managers as organized, systematic, and thorough, with a customer-service focus that complements exhaustive knowledge of systems, business, and processes. Expert trouble-shooter and cooperative team member and leader. Skilled in building team consensus, defining issues, juggling a multitude of projects simultaneously, and delivering solutions that advance system stability. Impressive record for mentoring staff, shouldering increasingly complex project demands, and sharing information to elevate team competencies.

Value Offered

- Systems Development
- System Testing
- Quantum Support
- Integration Coordination

- Process Enhancements
- In-House Development
- End-user Training

- Workflow Prioritization
- Automated Reporting
- Expectations Management
- Database Design

Technology: Visual C++ ▪ PERL (Windows and UNIX) ▪ SQL (SQL Server 2000) ▪ Debt Markets Application Support (incl.Quantum) ▪ Visual Basic ▪ SQL Sybase Access

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Experience Narrative

CITIBANK, So. Elmonte, CA

1/2000–Present

Analyst Programmer

Multifaceted role juggling a demanding workload encompassing a large-scale commodities-derivatives system development project, a stalled system upgrade, and daily technical support for critical systems and applications.

Major Project Contributions:

Commodities Derivatives System

Co-produced software for worldwide traders to place orders and produce reports that detailed market risks and confirmed settlements. The original prototype in daily use for more than a decade was difficult to maintain, cumbersome, and deemed potentially high-risk—with instability a major issue.

> **Snapshot**
>
> **Report to:**
> Project Managers, and Debt Markets Program Manager.
>
> **Responsibilities Summary:**
> Systems support, large-scale systems projects, production support.

- Executed seamless porting from the existing system to new software that required only minor adjustments over the long term.

- Responded to support requests for 7 systems including 5 around-the-clock operations.

- Created a series of market-risk reports and confirmation documents, later adopted for daily use. Reports were praised by management as being stable, accurate, and quick to produce.

- Devoted long-hours and intense investigation over six weeks to identify and resolve issues surrounding a stalled systems-upgrade project. Systematically reviewed and monitored each process, sourced solutions, and successfully completed all major processing operations.

- Devised cost-effective strategy that undercut vendor quotation by 96% and was delivered 75% faster. The solution—to use an in-house mechanism for interfacing an application to a vendor bureau service, also assured greater flexibility and support through expansion across 3 systems.

Experience Narrative

CITIBANK, So. Elmonte, CA (CONTINUED)

Programmer (7/2001–9/2002)

Strong and consistent performances as a programmer on prominent projects prompted a quick promotion within 12 months. Application support for debt markets software won frequent praise by customers for the accuracy and completeness of advice and the quality of results delivered.

- **Project Highlights (2001–2002):**

  Equity Derivatives System. Produced an equity derivatives system that was expandable to meet forecasted growth in new business. The prototype needed to function as a production system, be easy-to-use, and port seamlessly into a strategic future system.

  Solution: Ported existing system interfaces from UNIX to Windows; seamlessly transitioned database from Sybase to SQL Server 2000, and produced automated job scheduling in Autosys for Windows NT that shared data flawlessly between old and new systems.

  CPI Swaps: Spearheaded use of Microsoft Access to streamline porting to a future strategic system. Implemented all functionality for accessing the database, and created mechanism to import market rates daily.

Applications Analyst, Treasury (9/2000–7/2001)

Provided 24-hour support on applications used to transact billions of dollars daily. Contributed technical and business-process improvements in collaboration with accountants, dealers, and risk management personnel to reduce errors, boost system responsiveness, and enhance stability.

- Partnered with vendor to improve response times for urgent Quantum bugs.

- Explored in-depth, Quantum's processes, impact, problems, and resolution methods for standard issues—an initiative that later shaped the core training offered to helpdesk and analyst teams.

Graduate Programmer (1/2000–9/2000)

Focused on database and application design, MS Access implementation, and MS Office support.

- Collaborated with team developing trading prototype using MS Excel.

- Introduced testing tool using MS Excel to test interface between 2 major systems.

- Automated reporting process, and improved productivity of a senior staff member. Slashed monthly reporting production from 3 weeks to 3 days from data preparation to final report.

Education | Training

Bachelor of Computing ▪ Bachelor of Business (Accounting)
University of California (2000)

▪ **Microsoft Certified Professional (MCP)**

▪ Introduction to Business Objects ▪ Programming in SQL Server 2000
▪ Developing Windows Applications in VB.NET and VS.NET
▪ Developing Web Applications in VB.NET and VS.NET ▪ Sybase: Fast Track to ASE 12.0
▪ Testing Techniques ▪ Treasury Management

CERTIFIED IT RÉSUMÉ STRATEGIST ESSAY

Gayle Howard, CERW, MCD, MRWLAA, CWPP, CARW, CPRW, MRW, CCM, CMRS

IT résumés can be hair-pulling, frustrating, filled with mysterious jargon and even more mysterious acronyms—so much so that it can feel that you have been invited to the meeting of a secret society without the right handshake!

However a little bit intuition and never losing sight of what an employer or recruiter ultimately wants to see in a successful candidate is your "secret handshake" to unravelling the complexities of what you're being told.

Here's the secret: Keep to the basics and keep it simple.

Is your client an IT Manager, Chief Information Manager, Head of a Department? If so, then demonstrating his or her leadership strengths is your aim, like any résumé for any management professional. You will want to expose his strengths in building teams, making budget, overseeing solutions that improve the way business is done, and you will want to find out how he has steered positive change, so that he leaves his employ in better shape than he found it. While technology is what he does, don't get swept into the maze of technology jargon. The message has to be clear and unequivocal. He is a leader and manager so no matter how much he loves throwing acronyms around, do not be distracted by the jargon. You are interested in hearing about budgets, projects being on time and on budget, staff being happy, change being seamless and positive, and customer satisfaction being increased under his management.

Is your client a programmer, test analyst, database developer, or application developer? If so, then you can get lost in a world of technologies, testing procedures and acronyms if you are not careful. Individuals in these disciplines tend to lose themselves in the technology and fail to communicate the big picture of what they are trying to achieve. In these disciplines you want to question your client by getting her to think outside the square. Ask about the software development from the angle of: what was this software going to do for the company? How was it going to make it better? Was it going to save money? Boost productivity? How? Once you understand, then you can place the project in a business-focused sense so that the employer or the recruiter can see the value. Would you like to employ a software developer who created a piece of software that went on to make six million dollars for the company in commercial sales, or would you rather hire someone who applied a convoluted acronym-filled methodology to create a testing outcome? The "Keep it Simple" standard applies. Take it back to basics. What drives a business? Money, people (getting the best and keeping them) and efficiency. So what is this person doing that helps the business achieve that? A technology listing of all the areas your client is good at is imperative. It doesn't mean you need to understand what those acronyms are to write a list. Be guided by them in creating their technology lists but stipulate that old technologies are "out" and that you only want what they are good at and have used recently.

Is your client a technical hands-on type? Examples of these professionals would be people who install desktops, set up printers and networks, and troubleshoot and resolve issues when they occur. If so, you'll want to know what sort of systems she is familiar with, so a listing of what technologies she knows is crucial. Again, the listing needs to be technologies she is good at and has used recently. Nothing looks worse than a person showcasing Windows 3.1 for WorkGroups from the eighties as a key skill! A person such as a network administrator may be asked how she made things better for "customers". Perhaps she improved the security so viruses that were crippling the system are now a thing of the past. Maybe she reduced congestion so that everyone in the company could now use the network of computers without all stations grinding to a halt. These are the hot spots employers are looking for.

As long as you keep the money, people and productivity at the foremost of how you question your clients, the rest will fall easily in place. Allowing the technology to take over will confuse not only you, but the readers of the résumé you create!