

Nathan Pearce

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PROFILE

Network & Systems Engineer, with a strong background in providing solutions that meet a wide range of customer needs. My skillset includes: Microsoft, Cisco, VMWare, MacOSX & Linux proficiencies; Hardware & Software sales experience; Projecting and implementation skills. I am a team oriented worker who is pursuing a worthwhile, long term and satisfying job opportunity.

EXPERIENCE

NETWORK & SYSTEMS ADMINISTRATOR, Dun & Bradstreet January 2009 - October 2009

Beginning at FCS OnLine as the sole Systems Administrator, the business was purchased in March, and I was merged into the Systems Infrastructure department at Dun & Bradstreet, as a Network & Systems Administrator. I migrated both FCS offices in Melbourne & Sydney into the Dun & Bradstreet Infrastructure. Working with Cisco ASA & PIX firewalls, 6000 series and below switches & VPN Concentrators, as well as HP and DELL x86 & x64 server architecture. I assisted in their migration from Active Directory 2000 & Exchange 2000 to 2003. Microsoft Windows Server 2003, 2008, Exchange 2008, Microsoft DPM. My role involved resolving any infrastructure problems, including antivirus, backup, user rights and server resourcing and allocation. VMWare Infrastructure 3.5 ESX & ESXi experience was involved in my role heavily as a means towards reducing power and space requirements.

HARDWARE ENGINEER, Components Plus

December 2008 - January 2009

Taking on this temporary role involved dealing with customers in a hardware repairs business for laptops and desktop PC's. Dealt with the warranty and extended warranty providers to ensure they would cover the costs of repairs for the consumer who had returned their product. Identify and diagnose hardware faults and be able to differentiate them from software faults that may have caused us to replace hardware without reason. Included taking payments and ordering required parts to complete work at hand.

EXTENDED OVERSEAS TRIP, United States of America

June 2008 - December 2008

SENIOR NETWORK ENGINEER, IComm Australia Pty. Ltd.

November 2005 - June 2008

This role began as a basic on site and over the telephone computer support technician. As time went on, and my job responsibilities increased, I was promoted to Senior Network Engineer. I worked with a team to implement Data and Network solutions for customers and their businesses. During that time I was involved at all levels which included: providing expert advice in Data Networking, Microsoft Sales & Service, Cisco Sales & Service and many other facets of a Data Sales & Service business. I also took a primary role in the processes of quote and proposal creation, as well as the presentation of these proposals to customers. I assisted in managing both our field technicians and our help desk operators.

I became involved in creating and managing processes. I handled all aspects of the customers relationship, at both their location and our main headquarters, especially as the company moved into VoIP technology. I provided the customer with an interface as well as setting up plans with our telephone technicians on mixed jobs. Often these contracts, involving both Data and Telephone networking, would involve the use of Unified Communications equipment and software.

I have completed such projects in the past as:

- Rolling out a new network and servers for a 1800 student, 300 staff user school, with three campuses, and a co-location service based at Telstra, with VMWare, Microsoft Windows Servers and Microsoft Exchange 2007.
- Provisioning a 2 building, 720 room short term stay premises with the capability for the business to charge for internet usage.
- A three retail location network with VPN connectivity and sales figures all centrally managed.

TECHNICAL SUPPORT REPRESENTATIVE, MYOB Australia**May 2005 - June 2005**

This role involved supporting customers during the end of financial year period with any problems they may encounter using the software. This required intimate knowledge of the MYOB product line, technical problem resolution for any application or data problems that may occur with customer's MYOB software, and being able to resolve queries and issues relating to software upgrades and updates. The role also involved being able to discuss and support technical issues with a wide range of technical and product knowledge, in order to better assist them.

HELPDESK OPERATOR, Netspace Online Systems**December 2004 - April 2005**

Offering support for Australia wide customers of Netspace, one of Australia's premier Internet Service providers, this role involved over the phone helpdesk to customers on a wide variety of systems from Windows 98 to XP, and Macintosh OS8 to OSX. Support queries included all manner of problems with Dial-up connections, ADSL connections, general Internet browsing and Email collection troubleshooting.

IT SUPPORT CENTER OPERATOR, Spotless Group Limited**July 2003 - December 2004**

This role involved a strong and varied mix of IT helpdesk experience. From user administration to desktop printing and OS support, system and rights management for our users. As part of this, a strong knowledge base of Windows, Networking and Email protocols, Novell and software configuration was required, and the position has only strengthened my resolve to work in a computing related field. The work involved the resolution or logging of customer issues, as well as trying to manage and arrange third party fault calls. The position has lead to a strong knowledge of these systems, IBM RS6000 and AS/400, Citrix (running both Win 98 and Windows 2000), internal and external web servers, Novell Netware user and rights management, Lotus Notes and Lotus Domino for email and database management, Microsoft Office (including Outlook), WAN and LAN management, Dialup configuration and all desktop related problems including diagnosing hardware faults. The position also involved working with a number of other departments, both within and external to Spotless, as well as both customers and suppliers of Spotless, in order to gain a speedy resolution to the problem at hand.

EDUCATION

Deakin University, Melbourne, Victoria Bachelor of Computing (Applied Computing) 1999 & 2000

SKILLS

Microsoft MCP x2 (Windows XP & Planning, Deploying, and Managing a Network Solution for the Small and Medium-Sized Business)

VMWare Accredited

Cisco Accredited

Mitel Accredited

Microsoft Active Directory, Microsoft Exchange, Microsoft Windows, VMWare Virtualisation, Cisco & Firewalls, Antivirus & Network Security, Small & Medium Enterprises, Network setup and relocation.