

AMY E. HOFFMAN
164 Green St.
Vergennes, VT 05491
802-877-1335 (home)
fngrpckr@gmail.com

OBJECTIVE

To find permanent full time employment that challenges me intellectually and utilizes my technical skills and experience.

SUMMARY OF SKILLS AND EXPERIENCE

- Fifteen years in experience in various aspects of Information Technology
 - Lifetime of customer service experience in multiple environments
 - Sales experience in both retail and wholesale
 - Experience mentoring student and professional staff
 - Small business management experience
 - Excellent logic, math, and problem solving skills
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CERTIFICATIONS

- **COMP-TIA:** A+ Certification, 2008
 - **Microsoft:** MCP, MCDST, 2007
 - **Dell** Certified System Expert, 2004-Present
 - **Front Range Solutions:** Certified HEAT System Administrator, 2003
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TECHNOLOGY SPECIFICS

- **Networking:** User account management, connectivity troubleshooting. Windows/Active Directory; Novell (NDS);TCP/IP & DHCP; AppleTalk, SMB, FTP; Remote Access/VPN; IIS, Firewalls, Router, Switch & Hub (wired & wireless) setup; Print Management; AS400, Unix. Exchange, Groupwise, SQL, Virtual Server (VMware). Wired and wireless network design and configuration.
- **Applications:** PC Operating systems from DOS to Vista; MAC OS 9.x -10.4; MS Office including Access and Publisher (97-2008). Dreamweaver, Acrobat Writer, Paint Shop Pro. HEAT & HEAT Asset Tracker, Crystal Reports, Multiple e-mail clients, anti-virus and security applications, malware removal. Experience with relational database design, implementation and maintenance including reporting and querying on multiple platforms. Experience with web content management, image editing for web and print, and multimedia applications in business and educational environments.
- **Hardware:** Desktop, laptop and server selection, design and configuration. Image creation and maintenance. Component level hardware diagnostics and repair. Peripheral selection and maintenance. Familiarity with multimedia hardware support.

EMPLOYMENT HISTORY

Consultant

1999 - Present *Freelance Consultant* **Addison & Chittenden Counties, VT**

Providing non-profits, small businesses and home users with cost effective technology solutions and support.

Senior Technical Specialist/HEAT System Administrator

2005 – 2009 *Middlebury College* **Middlebury, VT**

Co-lead of second level support team, providing supervision and coaching to rotating staff in area. Collaborate with co-lead and others on workflow and goals for new mode of operation. Redesigned HEAT system to reflect new work model. Maintain and update HEAT as needed. Provide reports from HEAT to Group Leads and Area Directors as requested. Implement HEAT Asset Tracker and integrate with HEAT.

User Support Specialist/HEAT System Administrator

2000 – 2005 *Middlebury College* **Middlebury, VT**

Responsibilities included support for over 1000 faculty and staff and 2500 students with varied levels of expertise. Front line support for all hardware, software and connectivity issues via phone and in person. Document calls and solutions and maintain FAQ list for web. Co-design, implement and manage HEAT helpdesk software system.

Microcomputer Support Specialist/ Network Administrator

1999 - 2000 *Trinity College of Vermont* **Burlington, VT**

Responsibilities included network and workstation support for academic and administrative computing, hardware and software, and licensing procurement, user technical support, upgrades, repairs, and problem solving. Projects during my tenure included the creation of technology asset inventory database; the implementation of campus-wide virus protection; an upgrade from Netware 4.1 to 5; transition from Unix / Mercury mail system to Groupwise server/client system; the transition from Fixed IP addressing to DHCP; Installation of Border Manager firewall server; remediation of Y2K compliance issues on client side, including the upgrade of over 100 desktops to Windows 95.

Computer Skills Instructor

1999 - 2000 *Women's Small Business Project* **Burlington VT**

Worked with aspiring women entrepreneurs of varying backgrounds and experience to develop competency in basic computer skills, MS Office and internet research and marketing.

Pre-1999 employment history includes retail, wholesale sales in technology, arts and other areas, as well as farm/stable management and equestrian endeavors. Details on request.

EDUCATION

University of Vermont	Burlington, VT	Biological Science/Pre-veterinary major
University of New Hampshire	Durham, NH	Graduate Program in Psychology
New England College	Henniker, NH	BA in Psychology/Sociology (Summa Cum Laude)
