

Tim D. Castle

Computer Support Consultant

Professional experience

Tim Castle Computer Consulting
Independent Consultant
August 2001 to Present (part-time)

Performed various computer and network-related tasks for small businesses and individual customers.

- Diagnosed and repaired virus and spyware infections.
- Upgraded, repaired, and installed new Macintosh and Windows systems, including the migration of user data.
- Installed LAN wiring, SOHO-style routers, and wireless networks.
- Installed a Debian Linux system for a web and email server, with remote management capabilities.
- Instructed staff of an elementary school in email productivity techniques.
- Evaluated and implemented hosted Exchange hosting solutions.

eVoice, Inc. Menlo Park, CA
Senior MIS Engineer, MIS Department
April 2000 to August 2001

Performed all MIS duties in an Internet telecommunications company with a startup feel. Responsible for computer support, telephone and network wiring, and development of Intranet tools. Supervised temporary employees.

- Windows NT/2000 desktop and laptop computer support, including deployment and maintenance of PCs; installation and support of software; remote access configuration.
- Systems administration of Windows NT and Windows 2000 servers, providing file, print, web, e-mail, remote access, and network services.
- Deployment of centrally-managed antivirus solution.
- Operation of badge reader/building access system.
- Network troubleshooting; configuration of HP Procurve switches; also assisted in maintaining Netscreen firewall.
- Development of intranet applications; wrote MIS help ticket system; and visual company phone book.

1987 - 2000 General Dynamics Mountain View, CA
Sr. IT Analyst, Information Technology Department,
August 1991 to March 2000

Worked in a dynamic IT organization, providing assistance to end-users; analyzed, reviewed, and implemented new software and hardware technologies; participated in software evaluation and deployment projects across multiple locations and divisions.

- Sr. Customer Support Analyst: Provided Tier 1, 2, and 3 desktop support.
- Systems Administrator: Managed Windows NT and Macintosh OS servers, operating as file, print, web, and e-mail servers.
- Deployment/Migration: Participated in design of Windows NT domain architecture and migration from Macintosh to Windows network services.
- Webmaster of division's Intranet as it went from development into production.
- Classroom Instructor: Taught courses for all skill levels on Mac and Windows systems and applications; wrote some course material.
- Process documentation: Worked with other IT team members to determine best practices and document procedures for system administration and inter-departmental communications.

Member Technical Staff, Strategic & Tactical Intelligence Analysis Dept.

May 1987 to August 1991

Various roles as an entry-level technician and junior engineer in a telecommunications-focused defense company

- Systems manager: Installed, maintained, and managed DEC VAX, IBM PC-compatible, and Macintosh computer systems.
- Software engineer: Designed and implemented software for mathematical analysis of microwave and satellite communications.
- Database technician: Assisted in construction of a large database of telecommunications equipment deployed globally.

Key Skills

- Windows XP Pro & Home Editions, Windows 2000 Pro & Server, Windows NT Server & Workstation, Windows 98/95, Mac OS 6.x thru 10.3.
- Microsoft Exchange 5.5 administration, including Outlook Web Access
- Microsoft Office XP, 2000, 97 for Windows, Office X, 2001, and 98 for Mac OS.
- Microsoft and Netscape Internet client applications for web, e-mail and news.
- Norton Antivirus Corporate Edition 7.5, deployed across the company via the Symantec System Center console.
- Data networks, including TCP/IP, AppleTalk, NetBIOS, WINS, DHCP, basic routing and wiring, dialup/PPP, VPN, ADSL, telecommuting issues.
- Web server management, using Microsoft IIS 4 and 5, Apache on Linux and Mac OS X.
- Web development, including HTML, JavaScript, Cold Fusion, Tango, CGI, Java, some Perl, PHP, and MySQL.
- Programming in Java, JavaScript, VBScript, Perl, Pascal; system-level scripting with Windows Scripting Host and AppleScript.
- WYSIWYG editors, including Macromedia Dreamweaver MX Studio and Microsoft FrontPage.
- Hardware assembly and configuration of Intel-based and Macintosh systems, including desktops and laptops.
- Software and hardware product evaluations; analysis of given product's value to the organization.
- Excellent written and verbal communications skills; able to effectively assist people of all skill levels.

Education

1983 - 1987 Pepperdine University Malibu, CA
Bachelor of Science in Mathematics/Computer Science

Interests/Activities

Music, Singing, Reading, Home Improvement, Family Activities
Worship Leader and Deacon at San Leandro Church of Christ

References available upon request.