Resume of Dan Miles:

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Laguna Niguel, CA 92677

Phone: (949) 525-5118

Experience:

09/2002 to Present – Independent Contractor / Consultant.

12/2001 to 09/2002 - NSRI (National Systems Research Institute) - Seattle, WA.
Position - Network Engineer / Consultant:

Provided technical support for several office's WAN/LANs, routers, switches, servers, desktops, laptops, and applications. Also responsible for various upgrade and expansion projects.

11/1994 to 12/2001 - SAP America, Inc. - Irvine, CA.
Position's held - Systems Engineer and Systems Administrator:

Responsible for the hardware, software and networks in SAP's Southwest District Office's. Provided stable and highly available production, development and classroom environments. Including the installation, configuration, maintenance and support of - servers, desktops/laptops, peripherals and the LAN/WAN. Responsibilities also included supporting various applications and the web, e-mail, dial-up and VPN/extranet systems. Additionally responsible for the audio/video sales presentation equipment, video conferencing systems, voice-mail administration and the telephones.

Whether the problem was with the network, servers, desktops/laptops, peripherals, or their hardware, software or configuration - provided technical support expertise either on-site, over the phone or via remote access. Diagnosed, isolated and performed root cause analyses. Addressed intermittent and chronic/recurring problems, identified potential trends or defects. Utilized resource tools and the Internet to research and resolve problems. Provided support to SAP's consultants and account executives, and consulting services to clients concerning their computing problems and needs.

Also maintained a lab/test environment and performed simulations and problems replication. Tested the hardware/software, configurations and components of servers or network enhancements to determine their benefit and application into existing or proposed company systems. Tested for problems between the system software, application software, equipment configurations, and the LAN/WAN. Evaluated and recommended alternatives and their feasibility. Continually streamlined the processes with a focus on decreasing costs and time. Additionally responsible for several build-outs, shows/events and other projects.

08/1989 to 11/1994 - EPSON America, Inc. - Torrance and Long Beach, CA.
Position's held - User Services Representative and Systems Administrator:

Was instrumental in relocating the company to a new corporate headquarters and converting to new computer systems and LAN/WAN. Installed, configured and provided technical support for the network, servers, and desktops. Also administered mainframe access and provided applications support. Monitored the servers and network performance. Performed tuning, load balancing, maintenance, upgrades and repairs as necessary.

Ensured availability and functionality of all devices on the network and also responsible for the remote dial-in access system. Administered the e-mail system. Worked on special projects as assigned. Resolved help desk problem logs. Also performed proactive problem determination to prevent unplanned downtime. Acquired, tested and evaluated new hardware, software and their configurations; submitted recommendations with justification. Developed methods for efficient hardware and software installations and automating operations.

02/1989 to 08/1989 - Century Computer Marketing, Inc. - Marina Del Rey, CA.
Position - Systems & Network Technician II:

Responsible for operation of the LAN, servers and workstations. Installed, configured and performed analysis and troubleshooting of corporate hardware/software, peripherals and connectivity problems. Provided technical support for utilizing new applications and assisted end-users with automating tasks.

09/1984 to 02/1989 - Farmers Insurance Group of Companies, Inc. - Los Angeles, CA.
Position's held - Help Desk Supervisor and Network Technician:

Responsible for the help desk technical and administrative staff in the largest private computer network at that time with 7000 end users. Responsible for troubleshooting, diagnosing, isolation and problem determination/resolution of end-to-end physical or logical connectivity, slow network response time or system performance, data communications equipment, landline and satellite circuits. Also, desktop systems, their hardware, software, printer and user problems. Resolved problems on-site at the corporate headquarters, as well as over the phone and online for remote offices.

Supervised, developed and trained staff on technical support and troubleshooting techniques. Loaded, configured, deployed and then provided technical support for the setup and installation of new desktop systems. Responsible for keeping the growing number of agencies online and their computer equipment operational, and for minimizing the number of requests or needs for assistance. Established service level agreements. Administered vendor maintenance and warranty services.

Monitored trouble reports and took ownership of problematic or past due issues to ensure a high percentage of up time. Utilized proactive monitoring tools and created statistical reports targeting potential problems for closer review. Conducted tests and analyses of the network and user desktop operations. Participated in network design and desktop systems specifications and enforced systems standards.

Education and Certifications:

Bachelor of Science from Ohio State University - A cross section of the course work included; Computer Science, Calculus, Statistics, Quality Control, Communications, Business Writing. **Microsoft Certified Systems Engineer (MCSE). Microsoft Certified Professional (MCP). Certified NetWare Engineer (CNE)**. Plus Several Additional Training Programs - Certificates available upon request.

Abilities and Traits:

I have a consistent solutions oriented attitude along with very good organization and time management skills, and work rapidly and accurately with attention to detail. Am innovative, resourceful and find alternative ways to achieve objectives when faced with obstacles. Am able to communicate at all levels of technical ability. Am very versatile, adaptable and have interfaced effectively with all levels of staff and multiple managers in different capacities; can easily work for/with or take direction from any level. Am very good working in a team approach. I always respect the knowledge and skill of the people who work with me and am perceptive to the ideas of others. Have very good listening skills and diplomatic and effective interpersonal skills. Can also work independently and with little or no direction. I have a very good work ethic and am reliable, committed and my work history, positions and security clearances are completely verifiable.

References / Verification:

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