

Donna Prough, MCSE
(727) 278-2579
donnaprough@hotmail.com



Professional Summary

A Microsoft Certified Systems Engineer (MCSE) that is self-motivated and knowledgeable in implementing learned skills. Responsible team player, strong problem solving skills, teamed with past management experience, provide for maximum results in meeting set goals. Excellent communicator, orally and in writing, able to incorporate and adapt to new situations and environments. Interacts and works well with people. Providing the employer with specific aspects such as being self-directed and maintaining professionalism in accomplishing every task.

Professional Experience

12/03 – Present - IBM EUS Level II Helpdesk Technician

- * Supporting customers over the phone and troubleshooting remotely via PCAnywhere
- * Code and dispatch tickets for problem issues and escalating them when necessary
- * Skilled in various Microsoft operating systems(i.e. MS Windows 98, NT, 2000, XP)
- * Skilled in MS Office (i.e. 98, 2000, 2002, XP)
- * Support of remote access connectivity using the AT&T Global Client Dialer and the Cisco VPN Client
- * Security Administration
- * Performs training for new employees on skill sets needed for specific queues

11/02-11/03 - PC Help Desk Specialist I/II - Verizon's National Support Center

- * Remote/Phone support for Windows 95/98/NT/2000/XP/for the 4th largest network in North America
- * Provide "first touch" problem resolutions
- * Provide level I/II support/troubleshooting for application problems, system access problems, equipment failures, terminal, printer, PC and LAN software and hardware problems
- * Assisting users with Remote Access connection issues and Secure ID token activation/pin resets
- * Support for ADSL configuration, support intranet/Internet, Netscape 3.0, 4.05, 4.6, IE version 4, 5, & 6, Lotus Notes, Beyond Mail, MS Outlook, Network connectivity, & TCP/IP, DNS/WINS configurations
- * Provide status updates to the customers as requested. Responsible for getting all customers PC problems solved.

4/02-11/02 - Consultant - PC Support Specialist Level I/II

4/01-4/02 - PC Helpdesk Support Technician Level I - Pinellas County Tax Collector

- * Helpdesk support technician for a 300-node distributed network consisting of a main courthouse and seven branch offices
- * Supported and maintained user account information including rights, security and systems groups.
- * Identified, researched, and resolved technical problems.
- * Provided support to end users on a variety of issues
- * Tracked and monitored the problem to insure a timely resolution.
- * Provided end users support for all LAN-based applications
- * Installed and configured workstations
- * Lead technician for new E-Service center rollout and new CallCenter@nywhere telephony software implementation
- * Installation of new phone systems and cross-connecting AT&T 110 terminations
- * Configuration of TCP/IP to give access to Internet, and intranet connections
- * Provided support for network printers
- * Monitor servers and workstations updating anti-virus pattern files and engines
- * Conducted independent studies of computer hardware, software, and Tax Collector systems in a high-paced Microsoft Office environment
- * Made recommendations to management regarding acquisition, placement, transfer of PC's, PC software and peripheral data processing equipment; installed software and setup PC's and other hardware, maintained software and hardware inventory
- * Responsible for tape backups and monitoring the backup logs daily

8/99-8/00 - Computer Lab Technician - Business Technologies Department- St. Petersburg College

- * Provide students with support on Windows 98, Windows NT 4.0, and Windows 2000 networks
- * Install and configure Windows 98, Windows NT 4.0 Server/Workstation, and Windows 2000 Server/Professional on a 300-node network ensuring that computer labs are ready for student instruction
- * Creating images and imaging hard drives using Norton Ghost
- * Making cables (CAT5, STP, UTP, and Fiber Optic)

8/97-8/99 - Women on the Way - St. Petersburg College

- * Lead desktop support person for new Dell computers using Microsoft Windows 98 and Microsoft Office 97 Suite
- * Maintain confidential mailing list of students, faculty/staff, and community supporters
- * Administrative duties for Director of program

5/92-3/97 - General Manager - Sea Cloud Motel

- * Front Office Management
- * Guest Relations
- * Reservations
- * Guest Services
- * Marketing
- * Pool maintenance

EDUCATION

12/00 Associate in Science Degree in Computer Services Technology (Network Systems Specialist)

St. Petersburg College - Clearwater, FL

GPA 3.5

CERTIFICATIONS:

8/00 MICROSOFT CERTIFIED SYSTEMS ENGINEER (MCSE)

Microsoft & St. Petersburg College

GPA 4.0

MCSE Courses Completed and Tests Successfully Passed via Sylvan Prometrics Testing Center

- * Implementing and Supporting NT Server 4.0
- * Implementing and Supporting NT 4.0 Workstation
- * Implementing and Supporting NT Server 4.0 in the Enterprise
- * Networking Essentials
- * Internetworking with Microsoft TCP/IP on Microsoft Windows NT 4.0
- * Implementing and Supporting Microsoft Proxy Server 2.0

3/00 MICROSOFT CERTIFIED PROFESSIONAL (MCP)

Microsoft & St. Petersburg College

12/99 NETWORKING SYSTEMS SPECIALIST

St. Petersburg College - Clearwater, FL

COMPUTER SKILLS

OPERATING SYSTEMS:

- * Windows 95/98
- * Windows NT 4.0 Server/Workstation
- * Windows 2000 Server/Professional
- * Windows XP
- * MS-DOS

SOFTWARE:

Proficient with the following software applications: Microsoft Office 97/2000/2002/XP Suite, Systems Management Server (SMS), PCAnywhere, Norton Ghost, ImageCast, Veritas BackupExec, Visio, Microsoft Internet Explorer, AT&T Global Client, Cisco VPN Client, Norton Antivirus, Lotus Notes, Clarify, HP OpenView; Tivoli, CMIS. Ghost, ImageCast, Veritas BackupExec, Visio, Microsoft Internet Explorer, AT&T Global Client, Cisco VPN Client.

PROFESSIONAL ASSOCIATIONS:

8/03-Present - Women on Wheels – Flamingo Riders Chapter

4/98-4/00 Member International Association of Administrative Professionals (IAAP)

5/97-5/99 Secretary on the board of directors for Foundation Village Neighborhood Family Center

AWARDS:

8/00 National Science Foundation (NSF) Scholarship

5/99 First Place Winner of the Soroptimist “Women's Opportunity Award”