

Mike Caldwell

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Qualifications

Dynamic, skilled IT Specialist with knowledge and experience in information systems design and analysis. Proven leadership capabilities in assessing the needs of clients, providing workable strategies, and implementing solutions. Extensive background in troubleshooting various systems and applications. Thoroughly trained in Systems Life Cycle methodology. Excellent oral and written communication skills. Wide-ranging knowledge and experience in Banking and Financial institutions. Able to work under tight deadlines while working on multiple projects. Committed to quality work and customer service while working efficiently and cost effectively.

Objective

Obtain a position as a Network Administrator or Senior Business Systems Analyst Lead with an expanding company, with opportunities for professional career advancement and further development in network systems expertise.

Job History

03/2003 - PRESENT

Alliance Healthcare Solutions

Rocklin, CA

Programmer Analyst | Technical Support

- Provide prompt, reliable support for servers, network infrastructure and applications, back up solutions, enterprise-wide virus protection and thin client solutions so that customers can focus on their businesses. Assist medical groups with the evaluation, implementation, conversion and support of practice management systems that provide physicians with the management information needed to make decisions about their practices. Provided technical support and assistance to a wide variety of clients by acting as the primary user expert, resolving and documenting problems, enhancing existing systems and programs. Write custom programs using Visual Basic or SQL scripts for special projects. Consulting services include network and systems integration, programming and support services, and security assessments. Provide a broad range of network implementation services to physician groups, independent physician associations, clinic, medical groups and solo practitioners. Create and manage SQL Databases, Stored Procedures, Triggers, Database Device Files and Logs. Optimize SQL Databases and perform capacity planning. Manage SQL Server Security in the Enterprise.

10/1999-03/2003

California Federal Bank

West Sacramento, CA

Senior Business Systems Analyst

- Administered Novell and Microsoft Windows NT networks, Microsoft SQL Servers and the APPRO Loan Origination System. Optimized the NT operating system and SQL Server performance using both software and Hardware. Created and managed SQL Databases, Stored Procedures, Triggers, Database Device Files and Logs. Optimized SQL Databases and performed capacity planning. Manage SQL Server Security in the Enterprise. Manage APPRO Application Security. Updated and maintained server and desktop hardware and software. Establish and implemented procedures for system monitoring and problem determination and resolution. Provided technical support and assistance to users by acting as the primary user expert, resolving and documenting problems, enhancing existing systems and programs. Wrote custom programs for special projects. Worked on many different personal computers and peripheral equipment in large size business environment. Prepared data processing business requirements and functional specifications of medium to high complexity. Prepared system and desktop documentation and procedures, and user testing for any of the Business Systems Areas. Excellent oral communication and technical writing skills. Understand and follow technical documentation and directions. Displayed Knowledge and experience in Banking or Financial institutions. Worked under tight deadlines or extended hours to complete projects.

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(Continued)

- Reason for leaving: Position will be eliminated after corporate merger

02/1992 - 05/1999

Western Sunrise Mortgage

Rancho Cordova, CA

Systems Support Engineer

- Provided administration, configuration, both in-house and remote support for a corporate IBM AS/400, Windows NT (3.51/4.0) and Novell servers (3.12/4.01); Trouble-shooting and repairs of all devices connected throughout the LANs/WAN, or locally. Set up remote branch offices from scratch which demanded a full understanding of the IBM AS/400, Twinaxial Devices, AS/400 Client Access, 5250 Emulation, Remote Office Controllers, Remote Terminal Emulation, Hubs, Routers, Telecommunications Devices, NT SNA Servers, Novell SAA Gateways, PC Hardware, PC Software, and the ability to effectively train users. Authored several programs in-house, that included specialized database tools, telecommunication programs, and database integration or migration; Replaced defective hardware, applied updates, ordering new or replacement PC's and peripherals. Provided administration, configuration, updates of our local Executone digital phone system and Voice Mail servers. Worked with many different vendors when office equipment needed to be replaced, updated, or repaired.
- Reason for leaving: Position eliminated after 2nd corporate merger

Education

- Over 20 years in the computing field in general, 10 years working with mechanics, electronics, and wiring, 10+ years programming Visual Basic, 8 years writing and operating Bulletin Board Systems, 8 years as an Audio-Visual Technician, 7 years as a Systems Support Engineer using the IBM System 34, 36, 38, and AS/400 platform.
- I am currently extending my skills in the following areas: Project Management, Visual Studio & VB.NET, Active Server Pages, VBScript, Jscript, Transact SQL, HTML and XML. Common programs I use daily are Microsoft Office XP, SQL Server 2000, FrontPage 2002, Visual Basic 6.0 & .NET, IIS 5.0, Outlook 2002, Goldmine, Paint Shop Pro, Adobe Acrobat, Thumbs Plus and Macromedia Development tools.

Experience

- Provide excellent service, advanced knowledge and experience in the installation, support, and troubleshooting of desktop or server operating systems, applications and hardware; Detailed knowledge of all versions of Microsoft DOS, Windows desktop Operating Systems [9X,2000,XP], Windows NT and Windows 2000 Advance Server using Active Directory; currently maintain NT/Win2000 servers running SQL Server [6.5, 7.0, 2000], MS IIS [5.0], DNS, DHCP, and MDaemon e-mail servers; Broad understanding of All versions of Microsoft Office, FrontPage, Visual Studio, Visual Basic and many different art and web-page creation tools; Install and configure network equipment, including but not limited to servers, switches, hubs, and cabling; Provide repair services for all computers, monitors, and peripheral equipment; Can quickly identify problem situations and recommend solutions over the phone and/or in person and follow through to resolution of problems; Perform the installation, operation, and maintenance of desktop application software, including office productivity and Internet resource tools such as web-browsers; maintain security of confidential information; Work both independently and as a team player; Meet schedules and timelines; Perform duties effectively with many demands on time and numerous interruptions; assist in providing instruction and assistance to individuals or groups of students; Understand and follow technical documentation and directions; Provide excellent customer service advanced knowledge and experience in the installation, support, and troubleshooting of desktop operating systems; Analyze highly complex technical issues and develop logical solutions whenever possible; Read, interpret, and follow rules, regulations, policies and procedures;