Brian Robert Bogdan

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Wish to remain and advance in a career on a Help Desk, Technical Support, or Network Administration position.

- **Certified Novell Administrator (CNA)**

- **Certified Professional (MCP)**

- **A+ Hardware Technician**

- **Certified LAN Administrator**

LOCAL AREA NETWORK ADMINISTRATION

- Provide support for UNIX, Windows, Custom Pharmacy and Point of Sale Applications, Hardware, Network, and Internet across Canada and in Jamaica and British Cayman Islands.

- Was the only contact for software support for members for approx 45-50 units across Canada.

- Multiple platforms ranged from an absence of a computer network, to full-fledged client-server networks using Novell, Windows servers and Peer-to-peer with various platforms.

- Sourced out competitive prices for hardware, retrofitted old and outdated hardware to bring it up to the recommended minimum standards.

- Troubleshot connectivity of remote Installations of the software were accomplished via the internet using pcAnywhere, Dameware and Team Viewer as well as on the telephone, in mixed networked environments with users with computer skills ranging from novice to intermediate.

- Installation and configuration of Pervasive SQL 2000i, setting up and configuring ODBC in a networked environment.

- Installation and configuration of IBM 4800 POS Terminals in various Retail Stores in Saskatchewan.

- Provided support for networks.

- Managed Primary and Secondary Domain Controllers, Windows NT Terminal Server, 2 Citrix Servers with Load Balancing, Exchange Server and a Webserver. Handled Help Desk calls in 2 buildings, providing solutions on a timely basis.

- Updating the company web page.

- Developed logon scripts, using batch files to automate processes, and running data backups.

- Troubleshot connectivity of remote users over a wireless network.

- Supported small business clients using broadband internet connections.

- Received inbound calls from customers with connection issues, billing issues, PC configuration and Modem connectivity. Also outbound Quality of Service checks

- TCP/IP configuration issues, various platforms, Windows, UNIX

- Account management: billing, configuring email, outbound calls to customers in the U.S. market.

- Installed wall jacks etc. This included setting up VOIP telephones.

- Part of the TASC Team (Tracking and Support Coordination)

- Wired several new workstations to networks, involving running cable from the telephone rooms

Skills Applied at the following companies:
- TELUS International (Current)
- IBM Global Services (TES)
- Mega Group Inc.
- MacMor Industries Ltd.
- Convergys Customer Management Canada Inc. (AT&T Business)
- Mind Computer Products

MANAGEMENT/RETAIL AND RESTAURANT

- Managed retail store operations, ranging from supervising 2 Assistant Managers and up to 30 staff to a 17, 000 square foot Fun Centre for children, along with 3 managers and up to 50 staff members in the day-to-day operations of the stores.

- Marketing of the business in the area.

- Troubleshooting computer terminals on the network.

- Developed several subordinates to take on new positions.

- **Received Sales Award for the Highest Percentage Net Sales Increase in the Manitoba, Saskatchewan, Alberta and North Western Ontario Region.**

Skills Applied at the following companies:
- Gateway Canada Inc
- Chapters Inc.
- Discovery Zone Inc
- A&W Food Services of Canada
- Universal Realty / LaRoche McDonald

OTHER

- Was an apartment caretaker looking after 12 units in two buildings

- Use Ubuntu Linux on my home computer. Fluent in Windows and MAC also

EDUCATION

University Of Manitoba - Winnipeg, MB

- Certified LAN Administrator, Certified Novell Administrator (CNA), Microsoft Certified Professional (MCP) and A+ Hardware Technician.

Red River Community College - Winnipeg, MB

- Business Administration - Major in Marketing and Management.

Self Study

- Certified Windows 2000 Desktop Administrator.
- Studying other operating systems, such as Windows 10, Ubuntu, and MAC OS