


RONALD SANDERSON

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SUMMARY OF EXPERIENCE

Experience in management, project management, senior help desktop support, technical lead, computer/server technical support, networking support, software distribution, and computer customer services, also supervised support staff. Provided software, hardware, and technical support in banks, a law firm, and a university computer lab. Consulting for network design and implementation in enterprise and diminutive network environments.

TEKSYSTEMS (WELSH COMPANIES, CONSULTANT) 1/2006 – 4/2006

- Maintain, manage, and assist in designing and deployment of On-Demand software applications.
- Setup and Configuration, of DNS Servers, DHCP Servers, WSUS Servers, and RIS Servers for test/setup lab.
- Windows Installer LE packaging of On-Demand applications for MSI distribution.
- Setup, configuration, and maintenance of RIS servers for PC Image [LAN] deployment.
- Implemented a Ghost Multicast server for PC Image distribution.
- Responsible for Citrix and VPN server setup and configuration.
- Active Directory Group Policy setup and configuration for MSI LAN deployment
- Active Directory Group Policy design and administration
- Maintain General desktop and application support for 300 plus users.

TEKSYSTEMS (US BANK, CONSULTANT) 4/2005 – 1/2006

- Software packaging and distribution via the US Bank WAN
- CMF/LSVI software testing and deployment.
- Administration of On-Demand software within US Bank's A.D. infrastructure.
- Management of computer business profile node creation via Extra Mainframes.
- DameWare remote site management via the LAN and the WAN.
- Troubleshooting of Windows 2000/XP CMF managed desktops.
- Managed distribution of software for several thousand applications for 50 thousand PCs.
- Maintain, manage, and assist in designing the deployments of push/pull On-Demand networking and application software

TacWorldWide (Wells Fargo, Consultant) 10/2004 – 4/2005

- Exchange 2000 and Exchange 5.5 messaging support.
- Exchange 2000 Migration Support for E2K rollout.
- Administration of Enterprise Mail for all of Wells Fargo.
- Administration and troubleshooting of A.D. with Microsoft Exchange.
- Blackberry Server and Blackberry Device support for all of Wells Fargo.
- Troubleshooting of Microsoft Exchange Server 2000/5.5 and Exchange Client 2003/2/0/5.0.

CONSULTING 2/2003 – 10/2004

- Setup Windows 2000/2 Servers and PCs for LAN's in Coffee Houses; Bakery; Medical Facilities; Computer Training Co.; and Mail Order Co.
- Setup wired with wireless routers for DSL and Broadband diminutive internet LAN solutions. Designed and implemented server and applications software for unique network environments.

Wells Fargo Bank 11/1997 – 2/2002

- Managed Windows 2000 and XP migrations; lead team members in enterprise rollouts moving from Windows 95/98/NT 4.0 to Windows 2000 and XP for several hundred users. Managed Ghost Multicast Server migrations for LAN and WAN, moving to Windows 2000 and XP with images including office suites and standard applications (all from standard images I personally created for Wells' LAN and WAN).
- Project Management: setup meetings with management and groups for logistics of moves and migrations, contracted employees, and provided strategies, budgets, and time frames for moves and migrations. Managed server migrations and networking solutions for LAN and WAN.
- Oversaw and coordinated migrations and upgrades. Ordered, maintained, and coordinated all PC software and hardware products for several hundred users. Utilized technologies for enterprise rollouts such as MSI and Wise Install for applications, and Ghost imaging for Operating Systems.
- In charge of setting up branch banks with computers, networks, applications, and software. Individually managed moves and migrations for branch banks, data centers, as well as entire regional banks (w/several thousand users).
- Installed, maintained, and upgraded hardware and software for several thousand PCs and laptops in regional banks, training rooms, and branch banks.
- Setup, maintained and managed Novell 5.0 Servers; Windows 2000 Servers; Windows NT 4.0 Servers; Symantec Ghost Multicast Servers, Symantec Norton Antivirus Servers, and VRU Servers.
- Utilized various software support programs: EA; Ghost 7.5; PC Anywhere 8.0; and VNC.
- Provided daily and weekly backup w/Veritas Backup Exec, and Sytos.
- Configured and installed DHCP Servers, and all TCP/IP addressing. Installed and configured Novell Servers, and also IntranetWare/Client 32/2000 on all Windows desktops; Setup and supported all Windows O/S's: Windows 2000/98/95/NT 4.0/Windows3.11; Network software support; VPN's; RAS; and remote software.
- Supported various software programs and applications: Windows 2000/NT/95/3.11; IBM OS/2 Warp; Novell 4.0 and 5.0; MS Office Professional 2000/97/95; MS Exchange and Outlook 2000/98/97, and Oracle 3.3.
- Provided senior level support and help desk call-in telephone support, desk to desk support, and supported remote and regional locations by telephone, computer takeover applications, and off site service.
- Provided PC hardware and software training, and documentation and manuals for in-house and standard applications.
- Provided PDA setup, installation, and support for several hundreds users. Provided PDA training for 20 people in support group, and tested and determined best PDA for Wells Fargo Bank's LAN.

PC Temps (Briggs and Morgan Law Firm, Consultant) 1/1997 – 11/1997

- Supported various software programs, supported Windows 95 and Windows 3.11; GroupWise 5.1; Word Perfect Corel 8 & WP51; PC Docs; PC Anywhere, and Novell's Managewise 2.1.
- Provided desk-to-desk support, call-in support, remote take over support, and regional support.
- Setup and supported multiple Novell applications: Managewise, Client 32, Groupwise 5.1, and NASL.
- Provided Support with Support Magic 3.1 and w/Crystal Reports.
- Provided both Hardware and Software support for 1,000 plus users in a law firm.

University of St. Thomas 8/1994 – 5/1996

- Limited programming experience in Visual Basic, MS Office 95, DOS, UNIX, and Qbasic.
- Supported WP51; Dbase; Sybase, Access 2.0, Lotus123 for Dos; SPSS; and MiniTab.
- Supervised 25 Employees.
- Provided training for applications, documentation, and diminutive manuals for all applications in Computer Lab for several hundred students. Also provided classroom training for students, faculty, and staff.
- Supported 30 plus Macintosh Computers and 200 plus IBM PCs in a computer lab.

Education

Bachelor of Arts, Sociology, University of St. Thomas, St. Paul, MN. Master of Science, Software Systems (July, 2006) University of St. Thomas, St. Paul, Minnesota. Completed 5 Windows 2000 MCSE Modules; ExecuTrain Training, San Francisco, CA. Completed 4 NT 4.0 MCSE Modules; St. Mary's University, Minneapolis, MN. Completed 4 Novell Netware 5.0 CNE Modules; Benchmark, Minneapolis, MN.