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# Veronica Petersen

## Objective

To obtain a position with growth potential at company that recognizes employee dedication, a commitment to excellence, and proactive support.

## Experience

Completed a 3 month contract at CompuCom Dallas, TX

### External Customer Relations

- Level 1 and level 2 support for a global telecom company.
- Supported Multiple Operating Systems (HP/Sun/Windows)
- Hardware support (IBM/HP)
- Network Access Support (Software/Hardware Configuration and Troubleshooting, including VPN Security.)
- Multiple applications (HP-Openmail, Novell Groupwise, MS Exchange, MS Office, NIPRINT)

Completed a 4 month contract at Nortel Networks Richardson, TX

### Technical Support Specialist

- First level internal help desk support.
- Principally supported all Microsoft Platforms.
- Specific Application Support (MS Office; MS Outlook; Bay Networks Extranet; WS-FTP Pro; Timbuktu Pro; IE; Netscape.)
- Remote Access support (ISDN, 1-Meg Modems, Cable Modems, Internet Secure Access, and Dial-up.)
- Network Troubleshooting (DHCP, Wins, DNS, IP)
- Exchange servers, RAS servers, Print & File servers.

March 1999-January 2000 (COB) Web America Networks Dallas, TX

### Web Designer & Third Level Technical Support

- Web Designer (DHTML, ASP, Macromedia Flash and Director)
- Network Operations Center (Managed Services and monitoring.)
- MS Technical Documentation (Registry troubleshooting, and use)
- Networking software support, with hardware troubleshooting.
- Email Client Configuration (MS Outlook; Eudora; Lotus Notes; Netscape Messenger.)
- Mentor (Escalation management, advanced technical support, and supervision of technicians.)

## Education

1999 Collin County Community College Plano, TX