Roger Paul Perales
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SUMMARY

Highly experienced computer professional with expertise in customer service, installation, diagnosis, repair, and troubleshooting. Broad knowledge of general computer applications and related installations and repair procedures. Experience in network administration and desktop support. Persistent in resolving challenging computer problems. Excellent interpersonal skills.

Technical Summary

Hardware: 286, 386, 486, Pentiums, Intel, AMD, Macintosh
Software: MS Office, Email clients, Diagnostic suites, Backup & Archive, Imaging
Operating Systems: DOS, Windows 3.1, 95, 98, ME, XP, 2000, 2003, Novell 3.11/3.12/4
Server Administration: Network LAN/WAN, VPN, Proxy, Firewall, Anti-Virus, Anti-Spyware, Email, Backup, Database, Webmail, DNS, DHCP, Internet Gateway, FTP, DSL, T1.

PROFESSIONAL EXPERIENCE

KXRM FOX-21/Raycom Media, Colorado Springs, CO **2003-Present**
Network Administrator / IS Manager
Employed in a local branch of a broadcasting company. I manage the LAN and its connection to the corporate WAN, our redundant fallback internet DSL and primary T1 connection. Utilizing a Windows 2003 domain server, and a Windows 2003 File server. I am responsible for all computer hardware, Desktops, Laptops and Servers, in our location including the broadcast automation, which includes syndicated content servers, commercial servers, filing and prep stations, transmitter monitoring and control, Digital TV control, also including maintenance and service of printers and fax machines.

Benthos, Inc. North Falmouth, MA **1998-2002**
Network Administrator / System Integrator
Managed 15 servers for 150 users, including desktop support, application installation and configuration, PC repair maintenance and upgrades, both hardware and software. Provided computer problem diagnosis and solutions. Located hardware suppliers and recommended hardware and software purchases. Provided customer support for production systems, including operating system installation, supporting software installation and configuration. Creation of restore images and software build CDROMs, including creation of detailed system build documentation.

- Upgraded network servers from a Windows NT environment to Windows 2000.

- Added a VPN Server to allow traveling users to access our internal applications and Windows, Novell and HP networks via a secure Internet connection.

- Upgraded client computers to Windows 2000 Professional from Windows 95, 98, and NT. Including procurement of new hardware and utilizing existing stock and hardware.

- Converted existing Internet (56k Data line) to T-1 connection, implemented a proxy/firewall and maintained the connection.

- Upgraded the Email system from ISP managed to internal management and added Anti-Virus scanning server

and added Webmail and improved Email server software.

- Installed and configured a DHCP Server to provide dynamic IP addressing network wide.

- Created detailed step-by-step build documentation for PC product built by our company, including, operating system and supporting software installation configuration instruction.

- Implemented an image restore capability for our customers. Created image disks for every system shipped, including maintaining revision levels and build disks for each system.

AMETEK/Dixson, Grand Junction, CO **1994-1998**
Electronic Customer Service Technician 1995-1998
Provided support for internal departments and customers, including OEMs Dealers and End Users. Provided warranty administration and disposition of warranty claims through failure analysis and corrective action. Provided technical telephone support, and on-site service and support as well as in-house repair to component level and corrective action investigation.

- Created simplified instruction to convert OEM customers warranty data from mainframe ASCII text to a MS Excel spreadsheet that is applied to a MS Access database, I created to process the warranty claims and produce a end report for the customer and internal management based on our warranty agreement.

- I was one of three lead technicians, in a 16 technician department, responsible for delegating tasks, reviewing corrective action failure analysis reports and training technicians of product lines and department operating procedure.

Electronic Technician, 1994-1995
Performed troubleshooting and repair of PC boards and production rejects to component level.

ACV Service. Naples, FL & Audio Video Clinic. Colorado Springs, CO **1992-1994**
Consumer Electronics Repair Technician
Performed troubleshooting and repair, to component level, consumer audio electronics.
I worked 1 year in Florida 1 year in Colorado and returned to Florida for an additional year.

EDUCATION

Hensmann Technology, Colorado Springs, CO
Microsoft Window MCSE Training class - Completed December 2002

CWF Training Center, Mashpee, MA
Migrating Microsoft Windows NT Server to Windows 2000 Advanced Server class - Completed February 2002

Upper Cape Cod Regional Vocational, Bourne, MA
Basic Electronics - Graduated June 1981