

AMY E. HOFFMAN

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SUMMARY OF SKILLS AND EXPERIENCE

Technical: Novell and Windows network administration; PC and MAC user support; Configuration, maintenance, diagnostics and repair of computer hardware and peripherals Operating system and software issues including malware and virus remediation; System image creation and Application packaging; Helpdesk database design and administration and maintenance

Customer service: Problem resolution, service and order expediting, customer relations

Sales and marketing: Retail, wholesale, telemarketing, inside sales, catalog sales

Business management: Purchasing, inventory control and tracking, data entry, billing, payroll.

Personnel management: Interviewing, hiring, training, and supervision of staff

General skills: Recognized for math, communication, interpersonal and problem solving skills.

CERTIFICATIONS

COMP-TIA: A+ Certification, 2008

Microsoft: MCP, MCDST 2007

Front Range Solutions: HEAT System Administrator, 2003

Dell Certified System Expert 2004-present

COMPUTER EXPERIENCE

Hardware: PC system design and configuration of new systems and upgrades. Hardware and peripheral selections for specific needs. Troubleshooting, diagnosis and repair of problems with PC and MAC systems (including laptops), software and peripherals. Sourcing and purchasing of systems and components. Wired and wireless network configuration and setup.

Software: Experience with PC based operating systems from DOS to Vista including image development and deployment. Experience with MS Office 97-2007, Dreamweaver, Acrobat Writer, Paint Shop Pro, AOL, Internet Explorer. Familiarity with Pegasus Mail, Mercury, IBM Client Access, Crystal Reports, and more. Experience with MAC OS 8.5 -10.5, and MS Office 98-2008 as well as some other common MAC and cross platform applications. HEAT System design and administration. Experience with various relational databases and SQL.

Networking: Familiarity with Novell Netware 4.x -6 administration and user support, Groupwise Mail Server and Client support, Border Manager server support. Experience with general network infrastructure troubleshooting, network printing configuration and support; Wireless LAN and broadband connection setups. User account management in Netware and MS AD environments. IIS, FTP and SQL server configuration, Windows 2000/2003 server setup.

Consulting: End user and small business training, hardware selection and installation, software selection and set up, upgrades. Problem troubleshooting and resolution; internet access setup, and information searches. Database and small network design and management. Web page design and maintenance.

EMPLOYMENT HISTORY

2005 – Present Middlebury College Middlebury, VT

Senior Technical Specialist/HEAT System Administrator: Co-lead of second level support team, providing supervision and coaching to rotating staff in area. Collaborate with co-lead and others on workflow and goals for new mode of operation. Redesigned HEAT system to reflect new work model. Maintain and update HEAT as needed. Provide reports from HEAT to Group Leads and Area Directors as requested. Implement HEAT Asset Tracker and integrate with HEAT.

2000 - 2005 Middlebury College Middlebury, VT

User Support Specialist/HEAT System Administrator: Responsibilities included support for over 1000 faculty and staff and 2500 students with varied levels of expertise. Front line support for all hardware, software and connectivity issues via phone and in person. Document calls and solutions and maintain FAQ list for web. Co-design and manage HEAT helpdesk software system.

1999 - Present Freelance Consultant Addison, Chittenden & Lamoille Counties, VT

Consultant: Providing non-profits, small businesses and home users with cost effective technology solutions and support.

1999 - 2000 Trinity College of Vermont Burlington, VT

Microcomputer Support Specialist/ Network Administrator: Responsibilities included network and workstation support for academic and administrative computing, hardware and software, and licensing procurement, user technical support, upgrades, repairs, and problem solving. Projects during my tenure included the creation of technology asset inventory database; the implementation of campus-wide virus protection; an upgrade from Netware 4.1 to 5; transition from Unix / Mercury mail system to Groupwise server/client system; the transition from Fixed IP addressing to DHCP; Installation of Border Manager firewall server; remediation of Y2K compliance issues on client side, including the upgrade of over 100 desktops to Windows 95.

1999 - 2000 Women's Small Business Project Burlington VT

Computer Skills Instructor: Worked with aspiring women entrepreneurs of varying backgrounds and experience to develop competency in basic computer skills, MS Office and internet research and marketing.

EDUCATION

1992-1994
University of Vermont
Burlington, VT
Biological Science/
Pre-veterinary major

1982-1983
University of New Hampshire
Durham, NH
Graduate Program in
Psychology

1978-1982
New England College
Henniker, NH
BA in Psychology &
Sociology
(Awarded Summa Cum
Laude)

OTHER INTERESTS

I dabble in computer graphics and web design and am currently working on a project to restore and electronically archive my family's photograph collection. Once that is complete, I hope to digitally archive my entire collection of LP's. I enjoy reading, especially well crafted mysteries and true crime stories. I have a lifelong interest in acoustic music and horses. I enjoy spending my time with my dogs, fishing, doing leather work and playing guitar. I seem to be developing an interest and a knack for in digital photography.