

Cupertino, California 95014

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Objective

Seeking a position to utilize my wireless skills, networking skills, quality assurance skills and to further my growth in advanced networking technologies.

Skills

Computer:

Operating Systems: Windows 3.0 to XP Professional & Server 2003, Vista, MacOS 1 to OS X, Sun Solaris UNIX, Linux (Gentoo, SuSE, RedHat, Debian) BSD

Applications: Microsoft Office, QuarkXPress, Adobe Photoshop, GCC, Visual Studio 6 and .NET, AiroPeek, WireShark

Programming Languages: C++, C, Java, Visual BASIC (.NET and 6.0), Assembly Language, Perl, shellscripting (Bash, et. al.)

Wireless:

Technologies and Principles Understood:

IPsec, IKE, VPN, PPTP, L2TP, CDMA, GSM, iDEN, TDMA, OFDM, 802.11A/B/G/N WLANS, SIM Cards, PRLs, SEEMs, Dispatch and Interconnect Call Processing. EDGE, GPRS, UMTS, and HSDPA/HSUPA data overlays.

Education

University of Michigan

Flint, Michigan

Bachelor of Science

Major: Computer Information Systems; Minor: Computer Science

Graduation Date: **May, 2007**

Work Experience

Apple, Inc.

Cupertino, California

iPhone Software Engineering - Quality Assurance

2007-Present

Create and design VPN test processes. Design and automate QA platform for VPN testing. Create IPsec VPN testbed environment. Configure and deploy RADIUS, NT auth, and other authentication backend systems. Work with customer on-site to troubleshoot connection issues. Track, debug, log, and diagnose connectivity issues. Work on WiFi, WPA, WEP network troubleshooting and debugging using AiroPeek and other tools.

University of Michigan - Flint

Flint, Michigan

Information Technology Services - Network Systems Support

2006-2007

Maintain network and telecom systems. Install new systems, update wiring. Deploy VPN, WiFi, VoIP systems. Troubleshoot layer 3 network equipment, work with customer to maintain and install new facilities. Write software solutions for network security and stability. Facilitate decision-making for technology purchases.

University of Michigan - Flint

Flint, Michigan

Information Technology Services - HelpDesk

Summer 2006

Answer customer phone calls and e-mails. Troubleshoot customer problems and resolve customer concerns. Maintain and update Trouble Ticket lists, e-mail list, and customer accounts.

21st Century Newspapers - Lapeer County Press

Lapeer, Michigan

Ad Designer - Composition

2003-2005

Design ads, design illustrations, type ad copy, build ads, proof ads, build/lay out newspapers, print newspapers to negative separations, develop and check negatives, improve prepress efficiency, network efficiency, ad-building efficiency using scripting, programming, and other various techniques.

RadioShack Davison

Davison, Michigan

Certified Sales Associate

2000-2003

CDMA Cellular sales, handset programming, maintenance. Trained in 3G network technologies. Store operations include assisting customers with purchases and general product troubleshooting, planograms and advertising layout, merchandising, order check-in, cleaning. Attend monthly sales meetings, go through multiple training programs to keep up-to-date with new product. Perform quarterly inventories of store merchandise.

References

Available upon request.