

Blair McFarlain

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Summary

Eight years of experience in technical support. Roles have included PC technical support, network management / implementation, phone system support, server administration, and web development. Responsible for the support and implementation of local and wide area networks. Experienced in PC troubleshooting and batch script writing. Technical documentation of projects & processes. Implementation and support of a multi-lingual global web presence. I am seeking a permanent position as a senior technical staff member.

Skills

Proficiencies:	PC repair & maintenance, windows batch script writing, web development
Software:	MS Office, ASP, VBScript, VBA, SQL, HTML, McAfee Anti-virus EPO server
Hardware:	PC's, printers, hubs, switches, network cabling, Cisco PIX Firewall, Cisco routers, Lucent Legend phone system, Avaya Definity phone system.
OS:	Windows (95, NT,2000, XP), MAC OSX, MAC OS9
Certifications:	A+

Career Experience

Aggreko, Houston, TX

June 1997 – January 2005

Title:	Global Webmaster
Dates:	November 2002 – January 2005
Accomplishments:	<ul style="list-style-type: none">• Administration of Aggreko's global web presence.• Development / maintenance of new & existing web applications• Backup of data• Management of all web domains globally• Documentation of all web functions.• Consolidation of all global websites onto one server• Coordinated a move of all web servers to a more secure and reliable hosting facility.• Development of German, Norwegian, French, Dutch, Swedish, and Finnish global websites for the company.• Coordinated with local marketing counterparts to develop a site unique to the local markets. All content was in the native local language.• Developed contact forms to replace all email links on the site to eliminate incoming spam email.• Enhanced existing site code to improve efficiency of editing

Title:	PC Analyst / Technician
Dates:	April 2000 – November 2002
Accomplishments:	<ul style="list-style-type: none">• Promoted to PC Analyst and transferred to the Houston office.• Implementation and management of enterprise-wide anti-virus system, utilizing McAfee EPO server. Developed procedures, software and policies to ensure anti-virus software remained up to date at all times.• End user PC support on Windows 95, NT 4, 2000, XP, MAC OS9, MAC OSX• Network administration which included all aspects of cabling, network segmenting, WAN / LAN implementation and support• Wrote numerous batch scripts to distribute software and automate tasks via LAN / WAN• Cisco Router / Firewall Implementation (2610 & PIX Firewall)• Implemented and supported a WAN between two Houston locations and the corporate office in Louisiana.• Server administration which included networking, security, backups, and upgrades,

utilizing both Windows NT 4.0 and Windows 2000

- Supported a PictureTel Concorde 4500 video conference system and all related network equipment.
- Supported two networked Lucent Legend phone systems, as well as Avaya Definity phone system.

Title:

PC Support Specialist

Dates:

June 1997 - April 2000

Accomplishments:

- Implementation and support of a PC based wide area frame relay network in a corporate enterprise environment across North America.
- Configuration of more than 40 routers and DSU/CSU's for each location to be supported.
- Troubleshooting of PC's at the hardware and software level to ensure optimal performance and reliability.
- Procurement of all computer hardware and software for the company.
- Implementation of an enterprise wide Microsoft Exchange email system, linked to a second Exchange system in Houston.
- Implementation of a server farm and was responsible for setting up security and access to shared files for end users.
- Implementation of an enterprise backup solution utilizing Seagate Backup Exec. Was responsible for ensuring end user backups and verifying backups on a daily basis. Also implemented this system at our Houston office.
- Multiple jobs involving running and termination of CAT 5 cabling, switch management, and network segmenting.
- Worked on a support helpdesk line for our end users where I assisted and solved problems over the phone with all aspects of network and PC troubleshooting.

Education

Louisiana Technical College Tech Area Campus, New Iberia, LA

August 1994 – August 1996

Course:

Computer Electronics

Curriculum

Developed an understanding of the basics of electronics, digital electronics, and computer electronics. Learned to install, setup, and maintain various types of IBM compatible computers, peripherals and software.

References

References are available upon request

Projects Listing

A detailed project / accomplishment listing is available upon request