

Santiago Montalván

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SUMMARY

- Information Technology professional with extensive knowledge of Microsoft Windows, Linux, and other operating systems.
- Practical, hands-on experience with assembly, troubleshooting, and repair of personal computers.
- Excellent customer relations skills, including delivering training and providing “Help Desk” support for end users on a variety of Windows applications.
- Demonstrated ability to function effectively as a team player, as well as work independently to achieve organizational objectives.

TECHNICAL EXPERIENCE

BRATTAIN INTERNATIONAL TRUCKS; Portland, Oregon

May 2002 – Present

Director of Information Technologies

Manage Information Systems at the six locations in Portland, Idealease (Portland), Salem, Albany, Eugene, and Bend. Recommend new technologies to management to make business operations efficient with the use of computer solutions. Support, design, and maintain business websites at <http://www.brattain.com>, <http://www.brattainidealease.com>, <http://www.international7300cxt.com>, and <http://webmail.brattain.com>.

- OpenVMS 7.3 and Windows 2000 Server business systems maintenance.
- Windows (all versions, mostly Windows XP Professional) and MacOS 9x workstations maintenance and support.
- Maintain Brattain’s wide area network and the stores’ local area networks. Network security.
- Phone system maintenance and support (Inter-Tel Axxess). IP Phones and Unified Messaging setup.
- Setup and maintain company’s servers to guarantee uninterrupted business operations.
- Support and design of the business intranet.
- Maintain brattain.com corporate e-mail system and website (Includes Apache, Bind, Sendmail)
- Recommend and purchase and/or upgrade workstations and equipment as necessary.
- Research software solutions to make business operations more efficient.

Major Projects

Setup two RedHat Linux servers to host business website, company e-mail, home directories, and domain name servers. Setup e-mail with POP3, IMAP and WebMail to allow employees to check their e-mail from outside the office. Windows 2000 Server + SQL Server 2000 setup for business system.

PORTLAND STATE UNIVERSITY; Portland, Oregon

June 2001 – May 2002

Computer & Network Technician

Provide systems technical support in general access labs and classrooms throughout the Portland State University campus. Configure x86 platforms, which include Windows 2000 Server/Advanced Server, Windows NT Workstation, Windows 2000 Professional, Windows XP Professional, and Windows 98, to operate with different software packages to meet the user needs.

- Provide end user/Help Desk support for PC-based systems utilized by students and faculty across campus.
- Set up PC systems and configure software/hardware to meet the users’ needs. Fix and/or replace hardware in case of failure.
- Diagnose software/hardware problems and address compatibility issues with Windows 2000 and other applications.
- Rebuilt client workstations using Symantec’s Ghost and Microsoft’s Remote Installation Services (RIS) images.
- Creation of a Windows 2000 Generic Image for all labs and classrooms. Update and maintain the Generic Image current with the latest software releases.
- Set up a Remote Installation Services (RIS) Server for Windows XP Professional deployment.
- Application distribution, installation, and configuration using MSI Packages from Veritas WinINSTALL 2000 and InstallShield AdminStudio 3.0.
- Remote administration using Virtual Networking Computing (VNC) and Terminal Services.
- Administration of an Active Directory network; creation of organizational units, user accounts, and group policies.

Major Projects

Participated actively in the "Windows 2000 Migration Project" during summer 2001. Created the Windows 2000 Generic Image to function as a base for all Windows 2000 builds across campus. Set up Remote Installation Services (RIS) on a Windows 2000 Advanced Server to allow for unattended deployment of Windows XP Professional. Created the Windows XP Generic Image to be used during the Windows XP Migration in Summer 2002.

LAWMEMO.COM; Salem, Oregon
Multimedia CD-ROM Developer

Spring 2001

Creation of a Multimedia CD-ROM for the law firm with case summaries to distribute to its customers. The Multimedia CD-ROM has the following features:

- Closely follows LawMemo.Com's web site design template.
- No need for installation, the CD-ROM auto runs and all files to run the application run off the CD.
- HTML documents with links to Internet sites to further information on certain cases.
- Java applets and sound effects for a more professional presentation.

BRATTAIN INTERNATIONAL TRUCKS; Portland, Oregon
Systems Manager Assistant

April 2000 – May 2002

Provide systems technical support at the five locations in Portland, Idealease (Portland), Salem, Albany, and Bend. Support, design, and maintain business web site at <http://www.brattain.com>.

- Set up PC and Mac systems and configure software/hardware to meet the users' needs.
- Installation and troubleshooting of Windows 9x/2000/XP and other Windows applications.
- Train users on applications through one-on-one training.
- Assembled customized computer systems for specific tasks, such as, testing and training.
- Set up a local area network at the five locations connected through a wide area network.
- Installation of category 5 cabling, hubs/switches, routers, network cards, and appropriate network drivers and software.
- Creation of business letterhead using CorelDRAW 9.

ADDITIONAL EXPERIENCE

Finance & Insurance Manager – Brattain International Trucks – Portland, Oregon
Spanish Tutor – Clackamas Community College – Oregon City, Oregon

January 2003 - Present
January 1999 – April 2000

EDUCATION

NATIONAL AUTOMOBILE DEALER ASSOCIATION; McLean, Virginia
ATD Dealer Candidate Academy Program

2005 - 2006

PORTLAND STATE UNIVERSITY; Portland, Oregon
B.S. in Business Administration and Information Systems
GPA: 3.66 / 4.00, Graduated with Honors

2001 - 2002

CLACKAMAS COMMUNITY COLLEGE; Oregon City, Oregon
Associates of Arts, Oregon Transfer
GPA: 3.61 / 4.00, Graduated with Honors

1999 - 2000

TECHNICAL PROFICIENCIES

Languages

- HTML, some ASP, SQL, PHP and C++

Operating Systems

- Windows 9x/Me / NT4 Workstation / 2000 Professional / XP Home & Professional
- Windows 2000 Server/Advanced Server / 2003 Server
- Apple MacOS 9x / X
- RedHat Linux 7.x and 8.0 / Mandrake Linux 8.2 / Debian Linux 2.2 r7 and 3.0r0 / YDL 4.0
- OpenVMS 7.x
- Novell NetWare 5.01, NDS Manager and NW Admin experience

Software

- Microsoft Office 97/2000/XP/2003 and Microsoft FrontPage 98/2000/2002
- Microsoft Visio 2000/2002 and Microsoft Project 2000
- Microsoft SQL Server 2000 and MySQL Databases
- Adobe Photoshop 5/6/7 and CorelDRAW 9/10
- Adobe Acrobat 5.0
- Macromedia Dreamweaver
- ACT! 2000 and some Goldmine CRM products
- Heavy Duty Truck Dealership systems Karmak Legend and ProfitMaster series

Networks

- Windows 2000 Server Networks (AD), Internet Information Systems (IIS) 5.0 from Windows 2000
- Windows 95/98/Me peer-to-peer networks
- Microsoft Active Directory Administration
- Linux Server setup including DNS, Apache, FTP, SAMBA file services, MySQL, Sendmail, and Squid Proxy Server
- Installation and configuration of all types of network hardware including: Hubs, Switches, Routers, Cat 5 Cable, Ethernet Cards, and Wireless Routers and Access Points
- Cisco PIX 506 Firewall administration using IOS command line and PDM web interface

Hardware

- x86 based machines from 286 to Pentium 4 / Athlon XP
- DEC/Compaq/HP AlphaServer experience
- Installation and configuration of various ISA/PCI/AGP cards