

Trish Foust

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Work Experience

Editor & Computer Specialist

Seattle, Washington

UnScene Artists, August 2005 to Current

- Server 2003 & Network Support for Video Production
- 802.11 a/b/g Wireless Networking
- Digital Video Shooting (Standard & High Definition)
- Digital Photography
- Digital Still Processing (Adobe Photoshop)
- Web Authoring (HTML & FrontPage)
- Artwork (Cover Art, Posters, etc...)
- Microsoft Exchange/ Outlook Email Support
- Windows XP/Vista support on Desktop & Laptop Platforms
- Microsoft Office 2003 Support
- RAID 0 & RAID 5 High Performance Disc Array Support
- Video Editing (Adobe Premiere Pro)
- Video Production (Arranging Replication & Distribution)
- DVD Authoring (Adobe Encore DVD)

Sr. Support Analyst

Liberty Lake, Washington

Itronix Corporation, March 2005 to August 2005

- Desktop Support for 500+ user environment consisting of both local and remote workers (Microsoft & Novell)
- Support and mentoring of junior personnel
- Provide technical support via telephone
- Helpdesk call/request entry
- Service request routing & escalation
- Network systems user account creation and maintenance
- Developed and maintained Process Documentation
- Manage network tape backup's and media rotation
- Special Projects: Active Directory training and implementation
- 24/7 On call rotation
- Hardware and software installation
- Hardware and software troubleshooting
- Wireless broadband specialist (GPRS/EDGE/EV-DO)
- Tablet PC support specialist
- Wireless networking 802.11 a/b/g
- Creation and Maintenance of standardized PC images specific to departmental needs
- Manage software licensing
- One on one basic software and hardware training

IT Contractor

Coeur D'Alene, Idaho and Hood River, Oregon

North Country Computer Services, November 2004 to March 2005

- Windows and Macintosh desktop/laptop and server support for internal and external clients
- Pocket PC and Palm Support
- Wired and wireless network implementation, installation, and support
- DSL, cable modem, and firewall support
- Assembly and testing of computer systems.
- Travel to remote sites for system maintenance, upgrades, installs, and training
- Phone support for internal and external clients
- One on one basic software and hardware training
- Resolution of advanced network and server problems
- Database implementation and support via SQL Server
- Web design and maintenance
- Digital imaging and graphics
- Product research and acquisition.
- Data backup and archiving via tape and other removable media

IT Contractor

Spokane Valley, Washington

Volt Services Group @ INHS, November 2004

- Upgrade laptops, add memory, install Windows XP, load applications, test system before returning to users.

Systems Administrator

Spokane, Washington

Duvoisin & Associates, LLC \ Inland Imaging Inc., October 2003 to July 2004

- 24/7 Server Support for one of the Pacific Northwest's leading IT firms catering to the medical industry.
- Server OS Support Specialist
- HP/Compaq and Dell server monitoring via HP Insight and Dell Open Manage
- Disaster Recovery Documentation
- Special Projects: Active Directory Migration, Implementation of centralized Anti-Virus management, and Evaluating and configuring new hardware and software
- Support for a 100+ server, 1,200+ user environment
- Server hardware and software installation & troubleshooting
- Anti-Virus Support Specialist
- Medical industry hardware and software support
- Support of other team members and interns
- Server Hardware and Software Purchasing

IT Support Specialist

Saint Paul, Minnesota

Metropolitan State University, November 2001 to August 2003

- Desktop Support for Staff, Faculty, and students on a variety of platforms including both Windows and Macintosh based computers
- Macintosh Support Specialist
- Wireless Network Administration and Support for laptops, PDA's, and Printers via 802.11b and Cisco Access Point products
- Special Projects: Evaluating and configuring new software, Implementation of Windows 2000 based servers, Implementation and administration of a Windows 2000 based server supporting Macintosh file and print services
- Hardware and software installation
- One on one basic software and hardware training
- Process and Support Documentation
- Pocket PC and Palm Support Specialist
- IP Telephony end user support
- Developed and maintained Process Documentation
- Support of other team members and student workers

Contractor

Bloomington, Minnesota

Alternative Resources Corporation, October 2001 to November 2001

Windows 2000 Professional Rollout Specialist at Saint Paul Companies

- Upgrade Laptops and Desktops to Windows 2000 Professional following predetermined processes
- Installation of hardware and peripherals
- 18 Person team environment
- Basic Troubleshooting

Regional Technology Engineer

Minneapolis, Minnesota

Grant Thornton LLP, August 1996 to March 2001

Central Region Technology Engineer, August 2000 to March 2001

- 24/7 Support for an 80+ Windows NT Server environment
- DNS/WINS/ DHCP Administration
- Network and server performance monitoring for the central region and national office
- Phone support for remote office LAN administrators
- Travel to remote sites for system maintenance, upgrades, installs, training, and network/server documentation
- Support in a 3,000 plus user environment
- Disaster Recovery Documentation
- Resolution of advanced network and server problems
- Project management, planning, resource allocation, and implementation
- Phone support for tiers one and two helpdesk personnel
- Team/workgroup management
- VPN and Security Project Manager
- Participated in regional and local budget processes

Grant Thornton LLP (Continued)

Network Administrator, August 1996 to March 2001

- 24/7 Support of a 150+ user LAN/WAN environment
- Migration from Novell NetWare server platform to Windows NT Server
- Migration from Token-Ring based LAN to Ethernet
- Installation and support of Compaq and other vendors rack mount and freestanding servers
- Planning and implementation of a remote access system allowing laptop users to access network resources via modem
- Support of Cisco Catalyst series switches and hubs
- Palm Computing and Pocket PC support
- Design and deployment of a local Intranet, later forming a basis for a national Intranet
- Provided advanced help desk support
- Internet introduction and support within the local office
- Migration from Windows 3.1 to Windows 95/NT
- Implementation of Microsoft Exchange Server 5.5 including conversion from Microsoft Mail
- Network documentation and Disaster Recovery
- Implementation and support for integrated voicemail and fax to the PC desktop
- Product research and acquisition. Responsible for vendor and contractor selection.
- Deployment and maintenance of anti-virus solutions
- Support for large notebook PC population running 2000/NT4/95
- Daily data backup and archiving using ADIC DLT changer equipment and advanced features of BackupExec
- Printer service and maintenance
- Workstation ergonomics

Training Coordinator, Production Documentation

Minneapolis, Minnesota

Micron Electronics, Inc. (formerly ZEOS International), March 1992 to June 1996

- Created and managed computer assembly/repair training program and facility.
- Conducted training classes.
- Developed hands-on training schedule for English and non-English speaking workers in production and technical support.
- Designed and implemented online HTML production documents for Micron's Minneapolis Intranet.
- Troubleshooting and repair of computer systems.
- Most notable assignment was on the Design Project Team for Micron's first notebook computer, the Transport series, including very extensive contact with Micron and Sanyo Engineering, responsibility for drafting the complete assembly, disassembly, and repair documents, and the training of manufacturing personnel and multiple service sites.
- Production of numerous computer assembly documents, including all layout, writing, graphics
- Supervised trainers & trainees.
- Worked in conjunction with manufacturing and engineering to refine production specifications for most economical and efficient design.
- Conducted Quality Control (QA) audits of assembly line products and processes.
- Assembled and tested computer systems.

Production Engineer

Anoka, Minnesota

Neotech Research, Inc., September 1988 to March 1992

- Team leader
- Quality Assurance inspection
- Assembly of printed circuit boards and cables
- Assembly and Testing Documentation
- Shipping and receiving
- Designed production test equipment
- Customer liaison
- Component troubleshooting
- Mil Spec Certified Soldering
- Opened and closed shop

Networking and Hardware Experience

Installation and maintenance of Microsoft and Novell networks, Selection, installation, and servicing of a wide range of HP/Compaq as well as Dell servers and workstations, Tablet PC's, NAS Devices, Robotic Tape Devices, Networked Printers and Scanners. Installation and support of switches, hubs, and routers, Wireless Networking (802.11a/b/g/n) Access Points and client configuration, Wireless broadband/Cellular based networking (EVDO, Edge, GPRS, CDMA, etc...) Bluetooth, Network and Telecom cable and jack installation, Hardware and software troubleshooting, including working with support teams, Corporate user support / Helpdesk.

Software Experience

Microsoft:

Windows Server 2003, Windows 2000 Server & Professional, Windows NT Server & Workstation 4.0 & 3.x, Windows NT 4, Terminal Server on 2003/2000/NT4, Virtual Server 2005, Windows Vista/XP/ME/98/95/CE/Mobile/3x, Windows XP Tablet Edition, Exchange Server 2003/2000/5.x, SQL Server 2000/2005, Internet Information Services (IIS), DNS/WINS/DHCP, Remote Access Services, Office 2007/2003/XP/2000/2001/98/97/95/4x, Entourage, FrontPage, Project, Publisher, Visio, Map Point, Windows Update, MS-DOS

Other Vendors:

Novell NetWare, Novell GroupWise, Linux, OS/2 Warp, Apple OS 8.x/9.x/10.x, Netmotion MobilityXE, Citrix, Veritas Backup Exec for NT/2000/Novell, HP/Compaq Insight Manager, Dell Open Manage, McAfee ePolicy Orchestrator, GroupShield, NetShield, VirusScan Enterprise, and SpamKiller, Computer Associates eTrust AntiVirus, Norton AntiVirus, Symantec Ghost, Symantec pc Anywhere, Real VNC, Palm OS

Other Office:

ABC Flowcharts, Adobe Acrobat, Adobe Encore DVD, Adobe Photo Shop, Adobe Premiere Pro, Adobe Page Maker, Adobe Illustrator, Lotus Smart Suite, Corel Draw Suite, Macromedia Dreamweaver, Quark Express, HTML Programming, Pocket PC & Palm Computing applications, GPS Applications, Basic drafting and CAD, BBS Software, Software & Hardware Instruction, Newsletters, Technical Writing, Desktop publishing and editing, Computer illustration and digital photography/video

Specialized Software:

Remedy, Track-IT 4/5, Seibel, IDX Systems, Allscripts, ProSystems fx 32 and 16, FAS Asset Accounting, Quantech 5.0, Folio Views

Other Skills

Excellent writing and speaking skills, Innovative and creative, Strong teamwork orientation, High-reliability soldering, Electronic troubleshooting, Schematic design, Extra class amateur radio licensed, Familiar with a wide range of technical topics. Member U.S.Coast Guard Auxiliary.

Education

Anoka Technical College September 1989 to June 1991

Emphasis: Electronics and computer theory,
Electronic design and troubleshooting.

Graduated June 1991 Anoka, Minnesota

Other Training

Dell Certified Technician for a wide variety of laptops, desktops, and servers, Attended Microsoft Certified training seminars. Other training includes Microsoft Office, Novell Systems Administration, and others. Attended Help Desk Institute courses. Trained and worked in a HIPAA Environment. FEMA ICS-100, ICS-200, ICS-700, & ICS-800 Certified. Department of Homeland Security security clearance as required by the United States Coast Guard.