

John D. Hughes
642 NE Susie Ct
Topeka, KS 66617

Objective: A technical maintenance position in Computer Support, including Networking, Helpdesk, Printer, Desktop, Server, wireless, telephone system, software maintenance and utilities.

Summary of Qualifications: An Information Systems, Senior Technical Specialist with 20+ years' experience in telephone and computer systems administration, network design, maintenance, and management. A Computer Systems Administrator in Unix, Microsoft Windows (all types including NT/2000/XP/7/8 Server 2003/2008/2012) including Active Directory & Group Policy, Hyper-V & VMWare ESX, Apple Mac's running OS-9 and OS-X, printer administration, IIS, DHCP, DNS, WINS and SQL Server. Telephone systems by NEC, ShoreTel and Panasonic. I also have experience with campus Cable TV systems.

Abilities and Experience

Information Systems including networking

- Designed, implemented, administration and maintenance of the Lucent Technologies Maplewood complex TCP/IP network, consisting of a ten-building campus plus several remote locations totaling over 10,000 nodes, including receiving trouble reports. Managed the **DHCP, WINS, DNS** and Internet Information services (**IIS**) server, modem pools (both incoming and outbound).
- The installation of cabling including: category 3, category 5, coaxial and fiber optic. Both telephone systems and data networking connectivity. I have the ability to read and understand schematic diagrams and cable (wire) color-coding. I have experience performing cable cross-connections on wiring frames and in wiring closets.
- Computer languages: The standard Microsoft office products and Unix Shell, 'C', Structured Query Language including Microsoft SQL server (including Database Creation, Triggers, Stored Procedures, Queries, Backups), Microsoft Access, Visio, Visual Studio, Autodesk's AUTOCAD, Cold Fusion as well as several minor languages: LISP, Basic.
- System Administration: Personal Computer (PC) including installation, networking, configuration, applications and user support. UNIX system administration including: **Sun, Unix System Labs (USL), SCO**, and several others. Microsoft Windows **2000/XP/Win7&8, server NT/2000/2003/2008/2012**, and **Apple Mac's** running **OS-9.x** and **OS-X** including AirPort wireless networking. Microsoft network services: **Active Directory & Group Policy, SQL, E-Mail, DHCP, WINS, DNS** and **Internet Information Server (IIS)**. Database administrator for both a UNIX Sybase system followed by Microsoft SQL Server system. Converted from Novell NetWare to Microsoft TCP/IP. I have installed and currently working with VMware ESX/ESXi 4/5/6 and Microsoft Hyper-V virtual server systems. **Connect-Wise Manage** and **Automate** (formerly Labtech).
- Experience in the design, installation, configuration & operation of wireless networking (both 2.4 and 5 GHz) from personnel wireless routers to enterprise wireless systems such as Ruckus & AirPort.
- Experience with telephone systems. The NEC IPK II and SV8100 (TDM and VoIP) full administration in addition to Move, Add & Changes. The ShoreTel (VoIP) doing Move, Add & Changes. Experience with analog trunks, T1 trunking, DID, Voice mail and desktop integration. The 900 MHz cordless telephone system (much like a Key System) from EnGenius Tech.

Electronic Equipment

- Operation of most electronic test equipment including: Cable testers, Volt meters, Oscilloscopes, Signal Generators, Spectrum analyzers, Network monitors/analyzers, Digital logic analyzers and the like.

Employment History

- **After Moving to Topeka, Kansas in April of 2018**, I have been doing free-lance work assisting some colleagues as needed.
- **IT Coordinator, Monarch Investment and Management Group, Franktown, Colorado from November 2015 to April 2018.** Monarch is a multi-family (apartment) investment and management company (<http://monarchinvestment.com>). I oversee all the functions of the Information Technology Department. Responsible for hardware & software purchasing, licensing, setup, maintenance and management. Making recommendations to management and ownership regarding IT policy & procedures and directing the implementation of new initiatives. Maintaining the computer equipment at 180 apartment office locations throughout the midwestern United States including printers, check scanners, time clocks, routers, wireless and about 750 (workgroup) computers total plus an additional 150 (AD) computers at the corporate offices. Manage the network infrastructure (routers, switches, fiberoptic) at the corporate offices. Domain name purchasing and transfers including DNS configuration for 200 domains. Manage office365 email accounts for 900 users. Administer 180 Apple iPad's using the Apple **Device Enrollment Program (DEP)** and the **JamF Mobile Device Management (MDM)** system. Maintain a database of all of the IT equipment. Implemented a Remote Management & Monitoring (RMM) system for the 800 computers utilizing the **Connect-Wise Manage** and **Automate** (formerly Labtech) cloud-based MSP helpdesk system. Maintain the Panasonic telephone system at the corporate offices. Manage a contractor with several helpdesk technicians.

- **Technology Coordinator, Cherry Hills Country Club, Cherry Hills Village, Colorado from July 2003 through November 2015.** Administer the Windows 2000/ XP/7/8/2003/2008/2012 computers for 100 users, including file/print and terminal services servers, at the Country Club including Proshop Keeper and Club-Tec Point-Of-Sale (POS) using MS SQL. I administer the Kerio e-Mail system. Manage the TCP/IP network; including DHCP, WINS, DNS (both internal & external), CheckPoint firewall, Sub-netting, VLAN, wireless, routing. Accounting conversion from MAS90 to CYMA. I have implemented multiple VMware ESX 4/5 virtual servers with 10 total guest systems. Designed the network for the renovation of the clubhouse, this includes the network and telephone wiring, two radio network bridges linking the clubhouse with both the pool building and the grounds maintenance complex. I managed the installation of fiber-optic cable between several out buildings. I also manage and coordinated the installation of a new NEC telephone (PBX) system with 150 stations and 27 trunks including 120 DID numbers with Caller-ID. I have implemented a digital TV channel insertion arrangement for the club house TV distribution system using an ATX DVIS unit. Manage a CCTV surveillance system. This was a part-time position working 24 hours per week, concurrent with Denver below.
- **IT Coordinator, Denver Country Club in Denver, Colorado From June 2008 through November 2015** Concurrent with Cherry Hills Country Club (above) providing the same level of technical support for 75 users. Microsoft Hyper-V & VMWare, SonicWall & FortiNet firewall system, a ShoreTel VoIP telephone system. This was a part time position working 16 hours per week.
- **Technology Computer Technician, Falcon Creek Middle School within the Cherry Creek School District, Aurora/Greenwood Village, Colorado from August 2002 through June 2008.** Manage all the computer systems at the school 100+ users; these include both PC's running Microsoft Windows 95/98, W2K, XP, W2K3 and Apple Mac's running OS-9 and OS-X. Install and configure software on both platforms. Maintain the servers, classroom computers and three computer training labs with 32 machines each including the AirPort wireless networks. Assisted the teachers with student computer lab exercises. This was formerly a Novell NetWare network and I was involved converting it to a Microsoft 2K3 domain. This was a part-time position scheduled for 6 hours per day for 180 days (on school days only).
- **Sales Associate, Wal-Mart (#3566), Inc, 9400 East Hampden Avenue, Aurora, Colorado from May 2002 through January 2003.** Sales of home entertainment and electronic equipment and supplies.
- **Unemployed October 2001 through May 2002.** With the downturn in the Internet Service Provider (ISP) market in 2001, I was laid-off from Lucent Technologies in October of 2001.
- **Network and Computer Manager / Administrator, Lucent Technologies, Aurora & Greenwood Village, Colorado from June 1995 through October 2001.** Managed the Lucent Technologies Maplewood TCP/IP network with over 10,000 Nodes in ten buildings, including the Switches, Hubs, Routers, Network Analyzers/Sniffers, modem pools, etc. Managed computer systems from Microsoft desktop (including, 98, NT, 2000) through UNIX (including AT&T 3Bx, Sun, Unix System Labs [USL], SCO and several others). The design and administration of a SQL database to assign static IP addresses automatically for all the ten buildings. Managed the DHCP, WINS and DNS servers for ten subnets both local LAN and remove via WAN. Database Design, Administration, and Support for the Engineering Design Center's project request tracking system. Carried a pager for after hours emergency technical support coverage.

Education and Training

- Active Directory & Group Policy from GP Answers.
- Electronic Technology and Data processing: Pikes Peak Community College, Colorado Springs, Colorado.
- Numerous Lucent company training classes:
 - Circuit Reading
 - Communications Systems Concept
 - Unix Shell Command Language
 - "C" Programming Language
 - Principles of digital technology
 - UNIX Administration, Basic and Advanced
- Many vendor-training classes:
 - Sybase Database Design, Administration and Operation.
 - Microsoft SQL Server
 - Microsoft Access
 - Microsoft networking
 - Router installation and configuration.

Citations

- Lucent Technologies, 2001 Network-care Knowledge Center (NKC): "**Directors Spot Award**" for the development of a WEB based on-line time reporting and recording database system.

Licenses

- Federal Communications Commission (FCC): **General Radio Telephone (First Class) license**
- Federal Communications Commission (FCC): **Extra Class Amateur Radio license, WBØIHW**

Security Clearance

- Department of Defense (DOD) Industrial Security Clearance (secret) while with Lucent.