

# Tabitha Hawk - Limited Web Resume

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## DESKTOP SUPPORT ANALYST / NETWORK ADMINISTRATOR

### QUALIFICATIONS SUMMARY

A versatile professional who thrives in both team and solo environments with a passion for customer service. Ability to contribute creative problem solving by viewing the business and technical angles of problems thereby improving efficiency, productivity and process improvement. Self-motivated IT professional with 11 years of hands-on technical experience troubleshooting, installing and upgrading desktop and network technology.

#### ■ HIGHLIGHTS

- **Certifications: CompTIA A + and Microsoft Office Specialist**
- Able to communicate with technical and non-technical audiences
- Recover critical data from hard drive failure and minimizing company down time
- Organized with experience in multitasking and meeting deadlines
- Broad knowledge of online researching and marketing

#### ■ TECHNOLOGY COMPETENCIES

- Operating Systems: Apple / Mac: OSX 10.4 through 10.6 –Tiger, Leopard, Snow Leopard  
Microsoft: DOS, Windows 98, ME, 2000 Professional, XP; Vista, Windows 7, Server 2000, 2003, 2008
- Software Packages: Microsoft Office 97 through 2010 - Adobe CS3 through CS5 – Photoshop, Dreamweaver, Indesign, Bridge, Outlook, Internet Explorer, Mozilla Firefox, Acronis Backup, Norton Ghost, Stellar Phoenix FAT & NTFS Hard Drive Recovery Tool, AVG, Norton, McAfee Antivirus, LogMeIn, ProPresenter, Media Shout, Quickbooks, iTunes, Nero, Malware & Virus removal tools such as Spybot, SDFix, Combo fix, HiJackThis, Malwarebytes, Dr.Web CureIt, and the Ultimate Boot CD
- Additional IT skills: Firewall policies for remote desktop access, Create own Cat 5/6 Ethernet cables, Malware, Virus, Root Kit Removal, Web design: HTML, CSS, Wordpress CMS, PHP. Photography: Raw files, Photoshop, Picasa.

#### ■ EDUCATION

- Continuing part time college education in 2011 with major in Computer Networking Technology
- Continued training and Certifications with Network +, Dell Certification next.
- Tutored students and co-workers in use of software and computer technologies.

#### ■ PROFESSIONAL ORGANIZATIONS

- National Association of Professional Women
- Barcamp & Podcamp Nashville (Tech Conferences)
- Metropolitan Nashville Arts Commission
- The Tennessee Web Development Association
- Digital Nashville, Nashville Photography Club

## ■ **PROFESSIONAL EXPERIENCE**

### **Nashville Computer Guru**

*President - Nashville, Tennessee - 2007- Current*

On-site, phone and remote computer support for desktops, laptops and networks serving residential and business customers in the Nashville area, handled all computer inventory and invoicing, marketed services and secured new business. Client portfolio consisted over 300 clients with time critical professions as medical offices, lawyers, mortgage loan officers and small business owners.

1. Mortgage Company of about 50 commission-based users in two office locations had network issues using Point – a mortgage software package. Created batch files and instructions for common network issues such as clogged printer spoolers, restoring map network drive to minimize cost of IT visits / repairs and increase employee productivity because of shorter downtimes.
2. Non-profit used workstation as server and hard drive failure caused entire organization to be down. Recovered data using ATA USB adaptor along with Stellar Phoenix and had organization online and working within a day.
3. Doctor's office needed to make daily backups, confused by the process, a batch file was written that would backup data to external hard drives / flash drives and still comply with HIPPA-compliance.

### **The Software Knowledge Company**

*Desktop Support Analyst / PC Technician - Nashville, Tennessee - 2008*

Contract job involving onsite and remote repair of PC and network issues for company clients. Maintained users through Active Directory and Exchange and setup local profiles which included Outlook with Exchange mail and networked printers.

1. Economic conditions led some clients to downsize therefore time was critical for existing employees. By developing network and system documentation and setting up remote access support the clients were able to save time and discover equipment write-offs to further improve finances.
2. Collaborated with Network Engineers to migrate server, 13 workstations, T1 line to new building with no downtime during business hours. Created customized lengths of cat 6 network cables to save cost from purchasing pre-fabricated cabling.

## ■ **VOLUNTEER EXPERIENCE**

### **Visual Arts / Media Tech Director – Both Paid and Volunteer**

*Various Churches - Nashville, Tennessee - Lima, Ohio / 1997 – Current*

Setup projection screen for 3 projectors in seamless display and setup Mac computer and accompany video electronics for service and tear down. Coordinated with band leaders and staff to create and manage creative weekly lyric projection. Trained other volunteers to assist in ProPresenter, PowerPoint, Mediashout media projection. Earned recognition from various churches for contributions to their creative arts.