

Scott Christopher Cook

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Objective: Further my education and gain a broader range of experience in computer and networking related fields in a position that will allow me to exercise my creative as well as analytical and technical abilities.

Qualification Highlights

- Experience in customer support and public relations in various capacities.
- Experience with Novell NetWare 3.x & 4.x, Microsoft Windows NT 3.51 & 4, 3.1x, 95, 98 & 2000, Mac OS 6.x through 9, and related products as both a user and administrator.
- Experience in HTML layout as well as knowledge in the basics of many other Internet related applications and protocols.
- Experience creating new Lotus Notes Applications as well as repurposing existing applications for new uses.

Technical Experience

Inter/Intranet Related Skills:

Basic web site design and development (Graphics design, Cascading Style Sheets, Frames, Java integration, basic JavaScript and Forms submissions, basic CGI scripting with PERL 5.x & AppleScript); Usage and setup of TCP/IP protocols on a variety of platforms; Setup of a basic ftp/http server on Macintosh and Windows; Usage of various TCP/IP applications on a variety of platforms.

Notes Development Skills:

Planning and Implementation of Notes applications; Redesign of existing applications for reuse in similar situations; Redesign of existing applications for reuse in very different situations; Modification of existing designs for improved usability.

MS-DOS, Windows 3.x, 95, 98 & WindowsNT 4.0 Support:

Installing/Upgrading Windows and DOS; Setting up Windows and Windows-based software to be run from a fileserver; Solving compatibility issues between hardware and software; Adding and upgrading hardware on existing workstations; Various hardware troubleshooting, repair, and replacement.

Macintosh Support:

Installing and upgrading various versions of the Mac OS (6.0.x - 8.6); Setting up Mac OS applications; Adding and upgrading hardware on existing workstations; Managing Mac OS based servers; Various hardware troubleshooting, repair, and replacement; Correcting extension conflicts.

General Network Support:

Troubleshooting and correcting network connection difficulties; TCP/IP, MS Network Client, Client32/IntraNetWare, AppleTalk, hardware difficulties; Cable diagnostics; Server Connectivity Issues (server & workstation NIC issues, utilization issues, protocol conflicts); Troubleshooting printing problems (physical connection, server configuration, queue configuration, driver conflicts).

Windows NT Network Support:

Installation & setup of Windows 95 & NT Workstation on domain; Creating and troubleshooting printers on NT Server; User and Group management and creation.

Novell NetWare Support (3.1x and 4.1):

General administration: Setting up users, printers, mappings, and security; Setting up remote printers on workstations and remote print servers; Installation of network workstations; Setting up automated backup software and hardware; Installing new application software on a fileserver; Maintenance of WPOffice 4.0 through Groupwise 5.1 Groupware packages.

Professional Experience

Abbott Laboratories; Irving, TX; April 2000-Present

Programmer Analyst (Olsten Technical Staffing)

Responsible for maintenance & revision for several Notes Applications that are used worldwide by Abbott Laboratories Field Support; Responsible for creation of new Notes Applications to support new business processes for the WorldWide Customer Service; Responsible for the electronic distribution of Service

Bulletins and Advisories to the worldwide Field Service organization.

- Achievements
- Redesign of the Notes Application used to distribute Service Bulletins and Advisories to the worldwide Field Service organization
 - Validation of new & existing Notes Applications and Processes
 - Revalidation & assesment of existing Notes Application for use in a Domino r5 environment
 - Creation of Notes Application for the distribution of Business Process Reports for WorldWide Customer Service
- Training
- **Report Building with Impromptu 5.0:** COGNOS; **April 2000**
 - **Impromptu 5.0 Administration:** COGNOS; **April 2000**
 - **PowerPlay 6.5 Data Exploration:** COGNOS; **April 2000**
 - **Report Building with PowerPlay 6.5:** COGNOS; **April 2000**

Abbott Laboratories; Irving, TX; **February 1998-April 2000**

IS Support Analyst (Contractor - Compucom/Lincoln, Olsten Technical Staffing)

Support Windows95 & WindowsNT 4.0 on a network comprised of WindowsNT using TCP/IP over 10, 100 & gigabit ethernet; Provide capital budgetary recommendations for departmental IS purchases; Developed and refined several departmental Notes applications (including: class scheduling, org chart, project library/doc control, meeting & task tracking, contact database, software license tracking, bulletin board, organization chart), some of which have been selected for potential site-wide use; Assisted in several projects including Y2k compliance testing, paperless record keeping implementation and various software upgrades & inventories.

Software supported: MS Office & Project, Lotus Notes & SmartSuite, Visio, Remedy AR.

Hardware supported: Various Compaq, HP, Dell & clone PCs, HP Printers and HP/UX Workstations.

- Achievements
- Development & redesign of various Notes applications for departmental use and subsequent modifications for more widespread site-wide use.
 - Assisted in the implementation of a paperless record keeping system for the purchasing department using FileMagic! Plus.
 - Assisted in Year 2000 Compliancy testing.
- Training
- **Lotus Notes Application Development I:** Workflow Designs; **January 1999**
 - **Administering Microsoft Windows NT 4.0:** Infotec; **August 1999**

Tricon Global Restaurants; Dallas, TX; **August 1997-January 1998**

Field Engineer (Contractor - Compucom/Lincoln Technical Services)

Supported Windows 3.11, Windows95, and various versions of the Mac OS on a network comprised of NetWare 3.x/4.x, WindowsNT, and AppleShare running over Ethernet, Token Ring, and LocalTalk (PhoneNet), using Client32/IntraNetWare, TCP/IP, and AppleTalk protocols.

Administered a Mac OS File Server and serve as a backup MSMail/AppleShare Administrator.

Software supported: MS Office (Mac OS/Win95), MSWorks (Mac OS), MSMail (Mac OS), cc:Mail/cc:Mobile (Win95), FileMaker Pro (Mac OS/Win95), Meeting Maker (Mac OS/Win95), SAM (Mac OS) & NAV (Winxx), ARA (Mac OS).

Hardware supported: Various Macintosh, Power Macintosh, and Powerbook models, IBM desktops and Thinkpads, HP Vectras, Compaq desktops, various HP and Apple printers.

- Achievements
- Assisted in helpdesk and ticketing system transition.
 - Assisted in reducing ticket load.
 - Assisted in Mac to Win95 Migration.

The Dallas Opera; Dallas, TX; **January 1997-August 1997**

Network Administrator

Support approximately 40 users on Windows 3.11 and Windows95 clients on a Novell NetWare 4.1.

Software supported: Corel WordPerfect Suite 7 & WP 6.1, Lotus 1-2-3r4 & r5, WRQ Reflection 1 & RNS

(HP Host Access), ADP PC Personnel, Great Plains Accounting, MultiTech Communications Gateway & Fax Server.

Hardware supported: several 386 & 486 class clones, 12 HP Vectra Pentiums, 10 Cyrix 6x86's, 7 TI notebooks, and one Power Macintosh 7100.

- Achievements**
- Migrated users from Windows 3.x to Windows95.
 - Improved consistency of existing workstations.
 - Oversaw a NetWare 4.1 Server hardware upgrade & software reinstall.
 - Worked with EDS and advised the Marketing Department on The Dallas Opera web site.

Ericsson Data Services Americas; Richardson, TX; **April 1996-December 1996**

Second Level Dedicated Support (Contractor - Ajilon)

Supported Windows 3.11 clients with Saber Menu for Windows shell on a Windows NT 3.51 based network.

Software supported: MS Office Professional, Visio, Corel Draw!, various TCP/IP apps, Netscape 2.02 and 3.0 Gold, as well as many Ericsson specific applications.

- Achievements**
- Consistently had the second highest closure rate in my group.
 - Assisted in reducing ticket load by over 50%.

- Training**
- **Texas Safety Association Contractor Safety Training -- Level 2: March 1996**
 - **Ericsson, Inc. Achieving Customer Satisfaction Workshop: Advanced Resource Management; August 1996**

Medical Center of Plano; Plano, TX; **August 1994-March 1996**

Information Systems, Tech II

Maintained mini-computer based legacy systems. After approximately six months moved to a position assisting the Systems Analysts in the administration and maintenance of the hospital's 300 node, six server NetWare network.

- Achievements**
- Increased efficiency and consistency in report production and distribution including the distribution of billing files to outside agencies as well as departments within our hospital.
 - Assisted in the installation and maintenance of a Help Desk to help streamline our customer support process.
 - Functioned as a liaison between Information Systems and our subcontractors, as well as other departments within the hospital. This included coordinating our responsibilities in several department moves.

Other Prior Experience **Lab Monitor**

Held positions as Lab Monitor while attending GMI and TAMS. These positions gave me experience in supporting users of a variety of platforms, including MS-DOS, Macintosh System 6 & System 7, Sun OpenWindows, VAX/VMS, and various flavors of Unix based shells.

Telemarketing Supervisor

My primary responsibility in this position was ensuring positive public relations and name recognition for Congressman Sam Johnson of the 3rd Texas Congressional District.

Personal Experience **Macintosh Networking**

My home network consists of several Macintosh computers of various ages running file & web servers as well as home automation software. I have also dabbled in Apple's Darwin OS (public source Unix-like operating system) and LinuxPPC.

Web Development

I have had a personal website since 1995 which I experiment with to learn new technologies. I have also provided input & designs for various other sites for friends and non-profit organizations.

Education **GMI Engineering and Management Institute; 1993-1994**

Intended Major: Automotive Engineering. Left due to a change in career plans.

University of North Texas; 1991-1993

Major: TAMS

Texas Academy of Mathematics and Science; 1991-1993

TAMS is an early entry college program funded by the state of Texas for those students who excel and are interested in pursuing studies in mathematics and the sciences.

Plano ISD Schools; (Grades K-10); 1980-1991