

Terry M. Leake

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OBJECTIVE /DESIRE:

To secure employment in a diverse and energetic company utilizing and challenging my extensive skills and talents with computers, network implementations, and creativity. Available to start immediately.

MAJOR STRENGTHS:

- Thorough knowledge of Microsoft based computer systems; Windows NT, Windows 9x/ME, Windows XP, Office 2000/XP, Internet Information Server (Intranet and Internet)
- Entrepreneurial spirit, owner of a freelance consultation business and an e-commerce website.
- End user training, specializing in e-mail operations, operating systems, and self supporting troubleshooting techniques.
- Strong problem solving skills, analytical in approach to resolve troubleshooting issues.

PROFESSIONAL EXPERIENCE:

Independent Bankers Association of the West (IBAWest) • Oakland, California

Project Manager/Computer Consultant /System Support, January 1999 – Present

Acted as staff liaison between executive committee and outside consulting firm contracted to create a three tiered intranet/extranet/Internet solution. Worked closely with IBAWest Information Systems staff to bring computer systems up-to-speed. Eventually took over daily tasks of system maintenance and upgrades. Supported satellite offices via telephone and frequent trips to ensure their systems were functioning properly. Performed daily technical support. Drafted tech support documents to assist users on how to make better use of the system.

Peekaboo-ICU.com • Oakland, California

Peekaboo-ICU.com is a live video streaming, live audio, live interactive chat website.

Owner/WebMaster/Creator, January 1999 – December 1999

WEB MASTER /CUSTOMER SUPPORT/E-COMMERCE – design website, choose video streaming server product, choose third party credit card processing, implement e-commerce on-line web store, negotiated merchant account terms and conditions. Provide support for customers via e-mail and 800 numbers when needed.

PRODUCTION ADMINISTRATOR/SUPERVISOR – daily on-site presence managing staff to ensure production quality was being met to satisfy customer base. Consulting with staff regarding updates and improvements to the site.

TECHNICAL SUPPORT/PROJECT MANAGEMENT – Research and implement video streaming solutions. Purchase servers and supporting equipment, i.e. camcorders, digital cameras, network devices. Negotiate Internet connectivity options. Locate studio space to rent for the project. Ensure servers were online and operational during 'live' hours. Establish relationships with other website owners/operators. Establish and implement business and marketing plans.

California Association of Life Underwriters (CALU) • Oakland, California

Director of Information Technology, November 1997 – January 1999

Managed small network of Window NT Server and Windows 98 clients. Upgraded computer systems. Installed/implemented Windows NT Server. Researched and implemented web hosting options and high-speed Internet connectivity options. Redesigned Association's web site using FrontPage, Adobe PhotoShop. Enhanced board meetings using electronic visual aids. Managed the relocation of the technology and telephony equipment when CALU moved from Oakland to Sacramento.

Heat and Control, Inc. • South San Francisco & Hayward, California
September 1994 – June 1997

MultiMedia Developer, October 1996 – June 1997

INTERACTIVE MULTIMEDIA DESIGN – Using Macromedia Director, PhotoShop, created various company presentations for trade shows and sales presentations highlighting Heat and Control's products and services. Created interfaces, buttons, lingo programming.

WEB SITE DESIGN/SUPPORT – Using Microsoft FrontPage 97, PhotoShop and other tools, created company Internet and Intranet sites. Implementing live chat, suggestion box and daily update to Intranet.

TECHNICAL SUPPORT – Fielded calls for remote sales force with difficulties in communicating with the RAS server, mechanical failures, and general questions. Handled special projects such as implementing Exchange Server and planning networking scheme for Windows NT Workstation and server support.

Technical Analyst, May – October 1996

Responsible for the IBM ThinkPad installation and implementation for remote sales force. Created training material and gave in-depth classes on Windows 95, Microsoft Exchange, and remote access via modem connection. Traveled to remote sales satellite offices to perform this training. Responsible for telephone support for remote sales force. Promoted to MultiMedia Developer.

Network Administrator, December 1995 – May 1996

Temporary Assignment, September – December 1995

EXPERTISE/EDUCATION/MEMBERSHIP:

OPERATING SYSTEMS

- Windows NT Server (3.51 & 4.0)
- Windows 9x.ME Administration
- Microsoft Internet Information Server
- Microsoft Exchange Server
- Apple Macintosh OS 8.5 – OS X
- Gallacticomm WebCast Pro-Server
- Volano Java Chat Server

SOFTWARE APPLICATIONS

- Adobe ImageStyler 1.0
- Adobe PhotoShop (3.0 – 6.0)
- Microsoft FrontPage (97 – 2000)
- Microsoft Office (97 – 2000)
- Apple QuickTime Pro 4.0
- Adobe Acrobat 4.0
- Apple iMovie 2.0

- Armstrong University, BS, Computer Science, Graduation 1991
- Unisys Labs, Novell Usenet, Certificate of Completion 1990
- Heald's Business College, AA, Junior Programming, Graduation 1984
- Member of the National Stuttering Project Organization, Member since 1988

PROFESSIONAL AND PERSONAL REFERENCES PROVIDED ON REQUEST.