

Richard C. Steiner

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OBJECTIVE

To use my skills and experience to solve customer problems while learning more about information technology and its use in the business world.

QUALIFICATION HIGHLIGHTS

- Fifteen years of experience installing and supporting PC hardware and software.
- Ten years of experience providing 24x7 on-call support for customer applications.
- Team player. Works well with both technical and non-technical customers.
- Quality-oriented. Makes an effort to improve processes and quality of service.
- Focused on customer satisfaction and on providing complete and timely solutions.
- Self-motivated. Has made a significant effort to develop new skills and apply them in the workplace.

TECHNICAL SKILLS

Operating Systems

MS-DOS, PC-DOS, DR-DOS, OpenDOS, Windows 3.x, Windows 95/98, Windows NT4, Windows 2000 Pro, Windows XP Pro, OS/2 2.x, OS/2 Warp 3/4, eComStation 1.x, Linux (SLS, Slackware, Mandrake, Red Hat, Coyote, SuSE), FreeBSD 3.x, 4.x, Solaris, MacOS 7.x, 8.x, BeOS, PalmOS 3,4, OS2200, MCP, TSO/ISPF, VAX/VMS

Applications

Microsoft Office 95, 97, 2000, Microsoft Outlook, StarOffice 4,5,6, OpenOffice 1.1, Ami Pro 3.x, Lotus WordPro, ABC Flowcharter, ABC SnapGraphics, Visio, Paintshop Pro, GIMP, XnView, IrfanView, Internet Explorer, Netscape, Mozilla/Firefox, Thunderbird, Pine, Eudora, PMMail, Adobe Acrobat, Flash, MacIRMA, STEP/PEP, Qterm, Rumba

Other Tools/Utilities

Hummingbird Exceed, MacX, Hoblink X11, Xfree86, MI/X, VNC/WinVNC, ftp/ftpd, nfs, Samba, OS/2 peer-to-peer, telnet, ssh, Webmin, linuxconf, Yast, cron, perl, awk, shell scripting, REXX, Partition Magic, Drivelmage, Dfsee

Hardware Installation Experience

Hard drive installation/configuration (IDE, SCSI), network card installation/configuration (10Base2, 10BaseT, 100BaseTX), video card installation, KVM switches, ethernet hubs and switches, UPSes (contact closure), CD-ROM and floppy drive installation, tape drive installation (Connor Qic, Travan), memory, power supplies, CPU upgrades.

ACCOMPLISHMENTS

- Over ten years of experience installing, configuring, and networking the following:
 - ✓ Microsoft Windows 3.11, 95/98, NT, XP (both TCP/IP and filesharing).
 - ✓ Slackware, Mandrake, Red Hat, and SuSE Linux (including both nfs and Samba).
 - ✓ OS/2 Warp 3 and 4 and Serenity System's eComStation (TCP/IP and peer).
 - ✓ Various other PC operating systems including BeOS, Solaris, and FreeBSD.
- Fifteen years of experience in hardware and software troubleshooting ranging from basic video and printer issues to modem configuration, network configuration, disk drive problems, and virus disinfecting/removal.
- Experience with drive imaging tools (PowerQuest's DriveImage) to install operating systems and to clone existing software installations.
- Experience installing and configuring Linux using Samba to provide CIFS fileserving facilities for Windows, OS/2, and Linux boxes, and with both Swat and Webmin for remote Samba administration (as well as ssh/telnet and vi).
- Experience installing and configuring a number of different X servers including Xfree86 (OS/2 and Linux), Hummingbird eXceed (Windows and OS/2), HobLink X11 (OS/2), MI/X (Windows), and MacX (MacOS 8).
- Experience installing and using VNC, WinVNC, and TightVNC on various platforms (both PC and Mac) to enable remote desktop access in a multiplatform environment.

EMPLOYMENT HISTORY

Venturi Technology Publishers	2002– 2003
Consultant at Viracon, Inc., in Owatonna, MN. 8-month contract.	
Northwest Airlines	1993 – 2002
Senior Applications Analyst/Developer, IS, Flight Operations (WorldFlight)	
Unisys Corporation	1990 – 1993
Systems Programmer, Unisys Airline Development/Support Center	
Unisys Corporation	1988 – 1990
Associate Systems Analyst, Unisys Complex Systems (contractor on-site at Northwest Airlines, 2-year contract)	

EDUCATION

B.S., Computer Science, Mankato State University, 1987
(Systems Programming, Minor in Mathematics)