

# Frank Owen

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## Objective

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Desire a challenging position with a quality oriented organization whose future and growth will utilize my leadership, organization and communication skills along side my expert knowledge of networking and computer systems.

## Work Experience

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### Network Administrator – Child Support Network April 2002 to Present

- Daily administration of a 50 node Windows network with 6 servers.
- Oversee daily tasks of the Desktop Support Technician.
- Worked with the DBA on creating and changing the company database structures and custom programs.
- Create budget, participate in meetings with executive management and prepare proposals for equipment upgrades.
- Basic operation of a Nortel Meridian 1 Option 11 phone switch and a Smart Dial dialing system.

### IS System Specialist – Mesa Air Group January 2001 to November 2001

- Assisted with the maintenance of a Windows Based Network of over 4,000 users.
- Troubleshoot and solved problems at the helpdesk.
- Resolved Users Daily Problems (Hardware, Software and Network issues).
- Upgrade, Repair and re-imaging of Windows NT/2000 Computers with Norton Ghost.

### Customer Service Trainer & Supervisor – Mesa Air Group March 2000 to January 2001

- Trained new Employees in customer service and the airline computer systems.
- Maintained Training Records for all Station Employees.
- Wrote Training Manual for QIK RES (America West Reservation Program).
- Supervised the operations of 80 employees and over 200 airplane departures daily.
- Dealt with any passenger problems the Customer Service Agents were not able to resolve.

### Customer Service Agent – Mesa Air Group December 1999 to March 2000

- Answered Customers Questions and Resolved Customers Problems.
- Accommodated Passengers while helping to guarantee an On-Time Departure for all Aircraft.

## Skills & Training

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### Operating Systems & Software

- Experienced in usage and administration of all major Microsoft Windows operating systems including Windows 2003 Server, Windows XP, Windows 2000 Workstation/Server, Windows NT 4.0 Workstation/Server and MS-DOS.
- Experienced in all major Microsoft Office software including Word, Excel, PowerPoint and Outlook. Also familiar with usage of Access, Visio and OneNote.
- Experienced in the setup and administration of Microsoft Active Directory users and domains with Group Policy integration.
- Familiar with usage and troubleshooting of Palm OS and Windows Mobile devices.

### Hardware & Networking

- Experienced in troubleshooting, maintenance and replacement of PC hardware.
- Experienced in network engineering and installation using both CAT5e cabling and 802.11b/g wireless connections.
- Familiar in firewall and router management including DHCP, IP management, DNS, and other concepts.

## References

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Available upon request