

Tracy White

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Summary:

Versatile and efficient Information Technology professional with over eight years in hardware, software, and user support.

- Proactive manager with excellent interpersonal skills
- Motivated problem solver and fast learner
- Knowledge of multiple server and workstation operating systems and hardware.
- LAN design, install, and administration.

Professional experience:

The Seattle Foundation

December 1999 to January 2005

Director of Information Services

Sole point of contact for all Information Technology issues, responsible for all foundation technology assets and data.

- Provided user support for multiple departments while maintaining workstations at peak performance and security levels
- Designed, assembled and maintained information and telephony systems
- Investigated and acquired new technologies such as collaborative software, data security enhancements, telephony upgrades, and document management systems
- Researched vendors and negotiated favorable contracts
- Key contributor in design of office expansion, including office layout and total network overhaul, and maintained 100% uptime during shift from old to new network
- Active in designing new office space and network layout for company-wide move and the planning and execution of the transfer of key IT systems and services with minimum down-time and disruption.
- Managed migration from NT4 domain to Active directory.

OneStar Long Distance

April 1998 to December 1999

System Technician

- Effective User support and network administration including both hardware and software support
- Maintained professional behavior and ability to work through organizational challenges through six layoffs, Chapter 11 status, and numerous management team changes and company reorientations
- Tenaciously maintained workstations and network hardware in Chapter 11 status when spare parts funds were frozen
- Point of contact between Information Systems department and outside hardware, system, and service vendors

Blue Hawaiian Helicopters

October 1997 to April 1998

Seasonal Helicopter Mechanic

- Maintained extensive attention to detail and quality assurance focus during high-tempo aircraft overhauls.
- Provided critical maintenance in a potentially dangerous environment.
- Team player in only helicopter company in state with perfect maintenance record.

Temsco Helicopters

June 1997 to October 1997

Seasonal Helicopter Mechanic

- Heavy maintenance in adversarial environmental conditions.
- Collaborative member of cohesive team
- Regularly worked after hours ensuring maximum availability of aircraft while maintaining strict safety standards and necessary FAA paperwork.

Central Washington University

September 1991 to June 1997

Head Computer Lab Assistant.

- Provided user support for Students and Professors during classes and work sessions
- Hired, trained, and scheduled student technical assistants in order to provide effective coverage during class and open lab hours.
- Setup and configured networked workstations for student use.
- Creation and maintenance of Central Washington University's Flight Tech department website.

Technical Skills and Competencies

- Windows NT, 2000, and 2003 family operating systems and applications including setup, maintenance, and backup
- Windows 95 through XP Pro Operating systems and Microsoft Office suite software from version 95 up to 2003
- DOS and UNIX command prompts
- Macintosh OS X setup, Office for Macintosh, Quark Express 4 and 6
- Crystal Reports; report modification and creation
- Adobe Photoshop and Acrobat
- Novell 4.x server and user maintenance
- HTML, CSS, Dreamweaver, Homesite

Education:

- Central Washington University, 1991-97. Aviation Maintenance Management Major; Business Administration and Environmental Studies Minors
- South Seattle Community College, 1993-5. Aeronautical Technology Airframe & Powerplant license