



Marc Perez

Computer Consultant
North Carolina State University
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EDUCATION

A+ Certified Service Technician,
CompTIA 03/2001

B.S., Business Administration,
Minor, Computer Information Systems,
Wingate College, Wingate, NC 12/1986

PROFESSIONAL EXPERIENCE

8/01- present

Computing Consultant I
Institute for Transportation Research and Education
NC State University, Raleigh, NC

Promotion: Perform all duties of my prior position. Assess and recommend solutions with regards to the Transportation Information Management System (TIMS) servers and workstations. Provide end user support and consultation for the fifty Eastern Counties of North Carolina. Interact with computer system technical professionals throughout the State of North Carolina to supervise Terminal Server installations. Update/create Technical Reference Guides (TRG) to facilitate future software/server upgrades and installations.

12/00 - 8/01

Computer Support Technician II
Institute for Transportation Research and Education
NC State University, Raleigh, NC

Provide software support and installation. Provide computer assistance and training to North Carolina Pupil Transportation TIMS operators. Conduct classroom and on-site training. FAQ database management. Participate in software enhancement and problem solving. Develop training courses and materials that teach experienced users more advanced operational procedures and optimization techniques. Determine and Suggest possible solutions to problems with hardware, software, or user misinformation. Use Terminal Services Client connections to provide remote problem solving. Create PowerPoint presentations for use in providing training for Operators of Bus Routing software.

6/00 -11/00

Admissions Counselor/Sales,
The Computer Lab, Morrisville, NC

Responsible for presenting and selling CompTIA, Novell, Microsoft, and Cisco certification programs to groups/individuals interested in Information Technology careers. Determined an individual's eligibility for offered programs. Closed sales and enrolled new students. Actively pursued leads from database mining, company website, local advertising, and career fairs. Telemagic and GroupWise programs used extensively.

- 10/96 - 6/00** **Manager/IS Support**
Laughridge Furniture Company, Inc., Marion, NC
 Managed day-to-day business operations. Designed and implemented company web site to access new markets. Developed Filemaker Pro™ database to facilitate inventory management. Managed the operation of company's network. Upgraded computer hardware and software as needed. Created batch functions to automate computer maintenance. Closed sales and scheduled deliveries. Maintained B2B relationship with General Electric for inventory purchases via the Internet.
- 8/95 - 10/96** **Sales**
CompUSA, Atlanta, GA
 Specialized in sales of top branded computer equipment, peripherals and supplies. A top producer in warranty sales resulting in increased company profits. Twice awarded employee of the month.

OTHER PROFESSIONAL HISTORY

- 4/91 - 4/95** **Systems Consultant**
Information Decisions Inc. (formally Carolina Computer Stores)
 Charlotte, NC
- 2/90 - 12/90** **Computer Operator/Help Desk**
Department of Commerce, Charlotte, NC
- 10/88 - 11/89** **Computer Operator II**
British Aerospace Inc., Herndon, VA

PROFESSIONAL SKILLS

- Install RAM, CD ROMs, Hard Drives, and NIC cards. Format and Partition Hard Drives.
- Configure Microsoft Windows 2000 Terminal Servers for internal and remote access.
- Install, configure, optimize and troubleshoot operating systems (DOS, Windows, Macintosh), including peripherals.

SOFTWARE PROFICIENCY

Terminal Services and Client Connection Manager
 McIntosh OS
 Microsoft Windows 98, NT, 2000, 2000 Server, XP Professional, 2003 Server
 Microsoft Office; includes: Word, Excel, PowerPoint, Outlook, Access, and Frontpage
 FileMaker Pro
 Digital Command Language (DCL)
 Groupwise

COMPUTER COURSE STUDIES

NC State University, Raleigh, NC (2003)
 Intro to Computing C++

Wingate College, Wingate, NC (1986)
 Programming Language Concepts
 Cobol
 Basic
 Assembly
 Fortran