

# SHAI PEREDNIK

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## TECHNICAL SUPPORT ENGINEER

- Dynamic professional offering a solid background in technical support engineering, business automation, computer programming, and database architecture. Advanced technology skills; able to master complex systems and applications in a minimum of time. Creative and resourceful, with solid problem-solving abilities.
- Outstanding communication, organization and interpersonal skills, written and verbal. Facilitate communications at all levels of the organization (technical and non-technical) and produce concise and accurate documentation. Work well both independently and as a productive member of the technical team.

■ Business Automation	■ Systems Administration	■ Website Development	■ Technical Support
■ Database Management	■ Information Technologies	■ QA & Customer Service	■ Project Leadership
■ RAID / Data Storage	■ Field Service Engineering	■ Scripts & Programming	■ Problem Resolution

## TECHNICAL SKILLS

■ MAC OS / Linux	■ Windows XP/VISTA	■ Outlook 97-2007	■ Windows NT/2000
■ Wireless	■ Firewalls	■ Disaster Recovery	■ Network Infrastructure
■ Routing	■ Hardware	■ DNS Management	■ DSL / Cable Modem
■ Backup Exec	■ RAID 0,1,5	■ Wiring / Cabling	■ PC/Desktop Support

### NETWORK:

<b>Protocols:</b>	TCP/IP, NetBeui
<b>Services:</b>	NFS, DHCP, DNS, HTTP, FTP, Telnet
<b>Connectivity:</b>	Ethernet, Fast Ethernet, DSL, ISDN
<b>Media:</b>	CAT5/6, Fiber, Coax, Serial, Wireless
<b>Hardware:</b>	Routers, Switches, Bridges, Hubs, Firewalls, Wireless Access Points, Printers, Print Servers, Modems
<b>Backup Systems:</b>	WD/Maxtor Backup, Time Machine, Symantec Backup
<b>Operating Systems:</b>	Microsoft Windows NT 4.0/2000/XP/VISTA, Debian, Ubuntu , OS X
<b>Database Engines:</b>	MySQL
<b>Hardware:</b>	Dell, Compaq, HP, Intel, 3Com, Linksys, Dlink, Trendnet, Belkin, Netgear, Motorola, Westell, Netopia
<b>Fault Tolerance:</b>	Disk Mirroring, RAID, RAID Array, Striping, Hot Swap, UPS/Redundant Power
<b>T/S Tools:</b>	Security Analyzers, Network/Performance Monitor

### DESKTOP:

<b>Desktop OS:</b>	DOS, Windows 3.1, 95, 98, ME, NT, 2000, XP, Vista, Linux, OS X
<b>Hardware:</b>	Laptops, PDA's, Scanners, Printers, Cameras, Speakers, UPS, USB, Firewire, Multiple Displays, External/Network Backup, Network Accessories
<b>Manufacturers:</b>	Dell, Compaq, HP, Gateway, Toshiba, Sony, Acer, Emachines, Asus, Alienware, IBM, Apple, Packard Bell, Antec, Whitebox

### APPLICATIONS:

<b>Word Processing:</b>	MS Office 97-2008, NeoOffice, Open Office
<b>Productivity:</b>	Publisher, Photoshop, Quicken, TurboTax, MS Money, Acrobat, Illustrator, Dreamweaver
<b>Anti-Malware:</b>	Norton/Symantec, AVG, McAfee, Avast Ad-Aware, Hijack This, Spybot Search & Destroy
<b>Utility:</b>	Ghost, Memtest, Acronis, Partition Magic, Tweak UI, Parallels VMWare, Alcohol, Daemon Tools, Everest, 3D Mark, PC Mark, ATTO
<b>Remote Assistance:</b>	PC Anywhere, RDP, LogMeIn, VNC
<b>Programing:</b>	PHP, ASP, VB, VBA, Access, HTML, XML, JavaScript, AJAX, MySQL
<b>Miscellaneous:</b>	Nero, Windows CE, Palm

## PROFESSIONAL EXPERIENCE

### OPERATIONS SUPERVISOR & ACCOUNTS MANAGER

Checkout Software.com, Huntington Beach, CA

2005 – 2008

- Directed day-to-day operations and business administration for this leading software distributor providing some of the most competitive pricing in the reseller industry. Supervised a global team of technical service representatives and development staff based in the U.K. and India.

- COMMERCIAL SALES ACCOUNT MANAGER - CompUSA**, Fountain Valley, CA **2005**
- Marketed and sold an extensive product list, including services and training solutions to commercial and government accounts. Increased sales and built a solid client base through cold calling, mail and electronic campaigns, and in-store promotions. Achieved superior customer service satisfaction rates.
  - Strengthened product offerings and service levels, and generated new business growth through the development of productive working relationships with various vendors and distributors.
  - Established a business relationship with Wells Fargo that enabled CompUSA to avoid potential losses in new business by presenting alternative financing sources to commercial clients seeking business loans or leases.
  - Recognized as a top performer with a record number of return customer accounts due to superior customer service. Consistently exceeded monthly sales goals by 35% (\$45K generated against a \$30K goal). Worked closely with clients to identify technical needs and promote add-on services, products and warranties.

- DATABASE ARCHITECT & MAINTENANCE ADMINISTRATOR - U.S. Navy**, North Island, CA **2001 – 2004**
- Oversaw all IT equipment and SafLock servers, and managed database maintenance for the San Diego military installation, encompassing 28 offices and residential facilities.
  - Supervised and dispatched a professional team of data entry personnel.
  - Designed Business Continuity and Disaster Recovery Management plans, and acted as a contract advisor and liaison between Naval Housing and various civilian companies, contractors and government agencies.
  - Created business model to equip Naval Housing with WiFi access, and coordinated setup for the newly built convention center. Restructured and prepared data kept in logs to be entered into database systems.
  - Held Confidential Clearance - security level clearance.
  - Maintained all paper and electronic backups of electronic information.
  - Designed commercial graphics for command, including logos, forms and signs.
  - Received various letters of commendation and certificates for superior job performance.

- SYSTEM ADMINISTRATOR - Financial Data Service**, Woodland hills, CA **2000 – 2001**
- Network Administrator for a NT4/Windows 2000 network. Ensured 100% uptime.
  - Installed and monitored network devices and computers, and monitored traffic logs.
  - Tested company software on different platforms and documented findings.
  - Managed remote stations and internal services, and ensured 100% uptime.
  - Contributed to software development strategies throughout the company.
  - Analyzed financial data accounting systems and records, and designed an architecture and software platform that substantially improved system efficiency and accuracy, while supporting company growth.

## **FREELANCE & CONSULTING**

- COMPUTER SUPPORT & TECHNOLOGY CONSULTANT** **1999 – Present**
- Provide computer support, business automation, and technology consulting services aimed at helping clients achieve their business and computer technology goals.
  - Design and install custom network architecture and database structures.
  - Create custom graphic designs, including logos, flash animation, and web pages.
  - Manage and maintain all aspects of operating an independent company. Over 90% of new client work is generated via direct referral.

## **EDUCATION, CERTIFICATIONS & PROFESSIONAL TRAINING**

**San Diego Mesa College**, San Diego, CA **Ongoing**

- **CANDIDATE: BACHELOR OF SCIENCE ■ COMPUTER SCIENCE & ENGINEERING**

**Southwestern College**, Chula Vista, San Diego, CA  
**Cal State University Northridge**, Northridge, CA

- Undergraduate studies

**Vortex Data Company**, San Diego, CA **2003 – 2004**

- Vortex Certified in: Access 2000 Level III; Word 2000 Level III; Excel 2000 Level II; PowerPoint Level II; FrontPage 2000 Level I; Outlook 2000 Level I

**U.S. Navy**, San Diego, CA **2001 – 2004**

- Leadership & Team Management (80 hours); Safety (40 hours); Hazardous Materials (40 hours); Sexual Harassment (40 hours); Equal Opportunity (40 hours)