

Edward Boucher

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Objective IT Manager

- Certifications**
- Certified MCSE
 - A+ Specialist
 - Pending CISCO Certification

- Experience**
- American Cancer Society – GR Dept. Washington, DC
Business Technology Specialist February 2002 to Present
- Serves as initial onsite coordinator of all business technology issues in branch office.
 - Coordinates with onsite repair technicians and off-site support for all communications technologies (videoconference, PBX, mobile devices, computers, and multifunction devices.)
 - Assesses training and performs training presentations for groups and individuals.
 - Proposes, initiates, and maintains remote/onsite support initiative for the national headquarters' AppleTalk network.
 - Provides documentation and project tracking on VPN, Common Operating Environment, wireless networking, and other initiatives.
 - Reviewed and initiated conference room upgrade that decreased project costs by 70% and maximized functionality with legacy hardware.

Self-Employed Freelance Asheville, NC
Computer Consultant December 1999 to January 2001

- Performed onsite digital imaging/desktop training for multiple photographic professionals.
- Researched and implemented high-end, budget-conscious hardware and software solutions for major photographic studios in the Asheville area.

Iris Photographics Asheville, NC
Digital Department Manager February 1999 to December 2000

- Maintained and updated PC and Mac computers used for output, scanning, graphic design, and photographic retouching.
- Established network of workstations to increase productivity.

- Performed and assigned production work involving high-resolution scanning, graphic design, digital photographic retouching, color laser copier printing, and CD-ROM authoring.
- Created a systematic method for equipment maintenance that decreased processing time.
- Promoted from sales position within 6 months based on technical skills, positive work ethic, and desire for more challenging responsibilities.

Academic Computing Distributed Services of the University of Minnesota

Computer Lab Attendant

Minneapolis, MN

February 1998 to August 1998

- Served as main contact for resolution of desktop related problems for 60 PC/MAC workstations.
- Maintained and upgraded computer work stations in multiple cartography labs.
- Performed LAN/WAN network troubleshooting on/for student computer support.
- Reported to senior administrator.

References Available upon request

Additional Technical Expertise

3com Palm OS Configuration	Cross Platform CD-Rom development
Blackberry Server configure and manage	Digital photo manipulation
Microsoft Visio	High Resolution Scanning
Non-linear Video Editing	HP Printing Systems Configuration
Project Management	HTML
Quark XPress	Lotus Notes R4 – R6 Administration
SAN Management	Macintosh 7.0 – X OS
Siemen’s Hircom 3.0 PBX Switch Administration	Macromedia Director 6.0
Siemen’s Phonemail Administration	Microsoft Office 97, 2000, XP
Tanberg VTC setup and training	Microsoft Server 2k and 2k3 Server Administration
TCP/IP Troubleshooting	Xerox Printing Systems Administration