

Craig Allen Tatro
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Summary: Jr.Sys.Admin, Helpdesk, IT Technician

Provided excellent support to clientele, and co-workers, in a concise, timely, and positive manner. Documented procedures used to expedite workflow for reoccurring problems. Built, installed, configured, deployed, and maintained servers and workstations for all types of usage. Continued research and testing in all hardware areas. Developed new skill sets in programming and hardware. Used astute attention to detail and pattern recognition for problem solving. Work independently, or in a group, with minimal instruction to accomplish project goals.

Positions Held:

- Helpdesk Support (Google, O.U.S.D)
- Computer Technician Level II (O.U.S.D)
- Datacenter Technician (Google)
- Server Assembly/Technician (Google)
- Technology Instructor (Netday)
- Systems Administrator (Otherworld)

Summary of Experience:

Computer Experience

- Troubleshooting hardware, software, and network problems in; datacenters, offices, and in the field.
- Support of 100+ servers and dozens of clusters for development.
- Built and maintain small business network infrastructure.
<http://otherworld.ws>.
- Building and hosting of internet servers for small business.
- Repairing; Servers, PCs, Macs, and other peripherals.
- Building, installing, and maintaining images for deployments, and rebuilds of workstations.
- Datacenter build-outs and maintenance.
- Re-assembling computers from reclaimed computers.
- Installing, updating, and upgrading operating systems, and images

OS/Applications

- Red Hat Linux 7.3-9, Fedora Core 1-2, Mandrake Linux, Some Debian
- Windows; 3.0-XP, NT, Adv. Server 2000/2003, MS Exchange, Office 97-Office2003, Active Directory, Terminal Services.
- Mac OS 8.6–10.3
- Netware/Novell
- Apache, HTML editing/publishing
- Symantec Enterprise Software (Antivirus, Ghost)
- Misc; Some Adobe, Netscape/Mozilla,

Network Experience

- TCP/IP, IPX/SPX, DNS, WINS, SMB, Apple Talk
- VPN setup/configuration
- Wan/Lan routing
- Firewalls (windows/linux)
- Switches/Hubs/Routers (managed and unmanaged)

Work Experience

- Managing and Building the Google Search Appliance
<http://www.google.com/appliance/>
- Maintaining corporate network servers for users and engineers
- Trouble shooting hardware failures in servers and desktops
- Compiling documentation or procedures for administration and workflow.
- Instructing administrators and students in computer operations/software
- Help desk support and field technician
- Helpdesk phone support
- Training of other technicians for new skill sets
- Organize and maintain inventory needs
- Trained management, and customer service skills

Employment History

- Administrator, technician, and support for Otherworld.ws <http://otherworld.ws>
Current (Otherworld)
- Google Search Appliance Manufacturing 12/2002-4/2004 (Google)
- Computer Technician II, Oakland Unified School Dist, 04/2002-12/2002
(O.U.S.D)
- Tech Support/Instructor, Americorps Netday, 09/2001- 03/2002 (Netday)

Education

- Foothill College, Los Altos
Anthropology, Art History
- Gaian Quality Management, NASA (Lockheed Martin), Mountain View
General course study for management (3 month course)
Completed