

JEFFREY M. NORD

<http://www.jeffreynord.com>
<http://www.linkedin.com/in/jeffreymnord>
jeff@jeffreynord.com
425.409.9733 Cell

PROFILE**BACKUP AND RESTORE**

- Software, file and settings migrations using Windows Backup and Restore, Ghost & OSS
- Outlook .PST file backup and restore
- Network-based backup and restore

HARDWARE

- Server build, install & repair: Super Micro 6015v-MT 1U & Dell PowerEdge 840 4U
- Desktop and Laptop building, installation and repair

LINUX

- Long-term user and administrator, prior to graphical installers
- Command Prompt
- SSH: Secure Shell
- TTY: TeleTYpewriter protocol
- RDP: Remote Desktop Protocol
- Red Hat Enterprise Linux, CentOS, Ubuntu, Fedora, Linux Mint, Elementary OS, Knoppix, Mandriva, Puppy, Gentoo, Slax, Fuduntu, Raspbian, Debian, Arch, Slackware, SUSE, Peppermint and XBMC/Kodi.

SOFTWARE

- Beta testing and troubleshooting hardware and software
 - Microsoft, Republic Wireless, Moneyworks
- Office 365; Outlook (use and setup), Word, PowerPoint, Publisher & Excel; Project 2013

VoIP/HOSTED VOICE

- PBX server administration
- VoIP phone setup; Polycom IP331, Cisco SPA303 & AVAYA
- ATA setup; Grandstream, Obihai & X100P.com JS200FX
- eFax, find me/follow me, voicemail transcription, extensions, DID, SIP trunking
- iPhone and Android SIP client setup
- QoS (VoIP); by protocol, port, MAC and IP address

VIRTUALIZATION

- VMWARE Workstation 12 Player & Pro
- Create, edit and administer virtual Windows, Mac and Linux-based servers & computers

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LANGUAGE	EXPERIENCE
American Sign Language (ASL)	2 Years

WORK EXPERIENCE

Software Testing & Research, User Research International 4/2015 – Present

- Test Microsoft software and designs before release
- Provide live feedback about User Interface and Experience

CONTRACT EXPERIENCE

Systems Administrator, VoIP Phones, Security & Cloud Backup, Dan Cobb & Associates
6/2015 – 10/2015

- Plain Old Telephone System (POTS) to VoIP conversion
- Saved \$4380 Annually and \$365 a Month,
- Ported seven phone numbers to Intermedia from CenturyLink and Integra
- Removed malware from three computers to HIPPA standards
- Citrix Cloud Backup of three computers to HIPPA standards
- Reconfigured startup programs and services to optimize computer performance
- Quality of Service (QoS) Setup to prioritize VoIP Traffic and perfect voice quality of calls
- Remote and Phone Support
- Virus and Malware removal and prevention
- Setup iPhone for VoIP use
- Outlook Configuration, Troubleshooting and Problem Resolution

Systems Administrator, Matrix Resources (Contracted through CompuCom at Allstate)

11/2014 – Present

- Installed 1000+ AVAYA VoIP phones, desktop computers, laptop docking workstations & Power over Ethernet injectors, several laser & inkjet printers, VoIP/Bluetooth headsets and call recording hardware.
- AVAYA IP phone monitoring software showed 100% of phones and computers worked with full network and internet access after installation

VOLUNTEER EXPERIENCE

Database Administrator, Washington Wildlife and Recreation Coalition 4/2014

- Normalize and organize Sales Force databases with over 5000 entries

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WORK EXPERIENCE, CONTINUED

Sole Proprietor; Nursery, Greenhouse & Landscaping 10/2012 – 10/2013

- Project management, employee hiring, training & work assignments
- Managed employees and accountability
- Web design to create a great online presence using HTML 5, CSS 3 and WordPress
- Managed a team of over seven; consisting of a lawyer, real estate agent, plumber, electrician, construction contractors and two regular team members.
- Managed real estate transactions and contracts
- Managed 4.3 acres including two large commercial buildings and landscaping open space
- IP CCTV video surveillance & network video recording system installation & monitoring
- MOCA TV & Data Coax cabling, Ethernet and Wi-Fi network installation

Sole Proprietor, Online Store 3/2012 – Present

- Firewall & router configuration, Ethernet runs from Optical Network Terminal to router
- Installed CCTV systems, coaxial and Ethernet cable runs
- Computer & Outlook .PST migrations; data and settings migrations, backup/restore
- Remote computer support, Laser printer toner refilling
- Sold phones, electronics, tablets, E-readers, laptop & desktop computers and ATAs
- Ran Linux exploits, used shell scripts, gained root access and upgraded the software/ROM of many Android & Kindle tablets and phones, resold to customers
- Server, Laptop and Desktop software and hardware upgrades, repair, service and sales
- Customer service excellence; resolved all inquiries, questions and concerns within 24 hours

EDUCATION

Bachelor of Science in Information Technology, Western Governors University
 Anticipated graduation: 02/2016. Seattle, WA and Salt Lake City, UT (Main office)
 Courses listed at <http://www.linkedin.com/in/jeffreymnord>

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CERTIFICATIONS

EC-Council Certified Ethical Hacker (CEH) Training began 2.22.15 through PACE-IT @ EDCC

QAI Global Institute Certified Associate in Software Testing (CAST) (Pending)

Linux Professional Institute LPIC-1 Linux Server Professional Certification (Pending)

SUSE Certified Linux Administrator (CLA) Certification (Pending)

CompTIA A+

CompTIA Linux+ (Pending)

CompTIA Network+

CompTIA Project+

CompTIA Security+

Microsoft Technology Associate (MTA): MTA Networking Fundamentals

MTA Security Fundamentals

MTA Software Development Fundamentals

MTA Windows Server Administration Fundamentals