

JEFFREY M. NORD

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

PROFILE**WEB DESIGN**

- CSS 3
- HTML 5
- JavaScript
- cPanel
- FTP
- Self-hosted email: jeff@jeffreynord.com & other aliases
- Domain Name Registration and Renewal
- DNS Updates
- CloudFlare
- Web Administration
- Web Server Security; Phishing/Spear Phishing Prevention & SSL
- WordPress Admin
- Themes: HTML & WordPress
- Search Engine Optimization (SEO)
- Online Stores
- CRON jobs (Scheduled Tasks); Daily Backups

HARDWARE

- Server build, install & repair: Super Micro 6015v-MT 1U & Dell PowerEdge 840 4U

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, Mandriva, Debian, Etc.

SOFTWARE

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

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
CSS 3	3 Years
HTML 4 & 5	10 Years
JavaScript	1 Year
Java	1 Year
SQL	3 Years

VOLUNTEER EXPERIENCE

Database Administrator, Washington Wildlife and Recreation Coalition 4/2014

- Normalize and organize Sales Force databases with over 5000 entries

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

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

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

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CONTRACT EXPERIENCE (CONTINUED)

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

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

WORK EXPERIENCE

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 data & Outlook .PST migrations; settings migrations and 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
- Used HTML 5 and CSS 3 to increase functionality and visual appeal of product listings
- Web design to create a great online presence using HTML 5, CSS 3 and WordPress
- Customer service excellence; resolved all inquiries, questions and concerns within 12 hours

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EDUCATION

Bachelor of Science in Information Technology, Western Governors University
Anticipated graduation: 08/2015. Seattle, WA and Salt Lake City, UT (Main office)
Courses listed at <http://www.linkedin.com/in/jeffreymnord>

CERTIFICATIONS

EC-Council Certified Ethical Hacker (CEH) Training began 2.22.15 through PACE-IT @ EDCC
Linux Professional Institute LPIC-1 Linux Server Professional Certification (Pending)
SUSE Certified Linux Administrator (CLA) Certification (Pending)
Certified Internet Web Professional (CIW) Database Design Specialist
CIW JavaScript Specialist (Pending)
CIW Web Design Specialist
CIW Web Foundations Associate
CompTIA A+
CompTIA Linux+ (Pending)
CompTIA Network+
CompTIA Project+
CompTIA Security+
Microsoft Technology Associate (MTA): MTA Windows Server Administration Fundamentals
MTA Database Administration Fundamentals
MTA Networking Fundamentals
MTA Security Fundamentals