

Dennis M. Rafferty

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I. OBJECTIVE: To obtain a Information Technology/ Administrative position.

II. EDUCATION:

July 2000-September 2001 DuBois Business College Dubois, PA

- Diploma – Computer Programming/Maintenance

August 1994 – June 1998 Curwensville Area Junior/Senior High School Curwensville, PA

- Academic diploma

III. SKILLS:

- Experience and knowledge of Apple and IBM computers, Microsoft Office, Excel, Power Point, Word Perfect, Claris Works, building web pages, building/repairing computers, and networking
- Troubleshooting cable modem connectivity, servers, static IP, web hosting business, personal, and home networks
- Knowledge on Unix based systems
- Monitoring Network Element Monitoring and Operating System (NEMOS) software.

IV. RELATED EXPERIENCE:

July 2006- December 2006

Systems Administrator Grampian Boro Grampian, PA

- Computer maintenance
- Software monitoring
- Networking

V. WORK EXPERIENCE:

January 2007- Present

Time Warner Cable

Coudersport, PA

Windows Administrator

- Manage Windows Servers.
- Build Windows Servers as needed.
- Report and Solve issues with Windows Servers.

August 2006- Present

Time Warner Cable

Coudersport, PA

Systems Analyst

- Help Desk support for entire company.
- Software monitoring

- Report and Solve issues with the provisioning software and Network monitoring software.

February 2005- July 2006

Adelphia

Coudersport, PA

Systems Analyst

- Help Desk support for entire company.
- Software monitoring
- Report and Solve issues with the provisioning software and Network monitoring software.

June 2004 – February 2005

Adelphia

Coudersport, PA

High Impact Resolution Team

- Customer support for high impact issues pertaining to their high speed internet.
- Customer contact, helping resolve PC issues
- Top tier of customer support from the call center

April 2003- July 2004

Adelphia

Coudersport, PA

Technical Service Engineer

- Level 2 customer support for high speed internet
- Monitor and report network issues
- Resolve customer issues (ie. Email, connectivity, newsgroups)

VI. PROFESSIONAL DEVELOPMENT:

May 2005 and December 2005

Adelphia

Toronto, Canada

Sigma Training

- Trained on Sigma
- Provisioning platform training for cable modems

March 2005

Adelphia

West Palm Beach, FL

Billing Batch Update

- Trainer for southeast region of Adelphia.
- How to clean up discrepancies between billing and sigma.

VII. REFERENCES: