

Michael Ward, [BA, HC, MA, A+, N+](#)

IT Résumé

Email: mward-@-interbaun.com (remove dashes)

Web site: www.mward.ca

A hardware and software professional, excellent technical writer, and experienced educator with outstanding communication skills; a highly organized individual who works well independently or as a team player; a hard worker who won't let you down.

Highlights

- 15+ Years Experience Training, Troubleshooting, Repairs, Upgrades, Software and Hardware Installation
 - A+ Certified
 - N+ Certified
 - Thorough knowledge of Windows 3x/9x/NT/2000/XP, and DOS
 - Thorough knowledge of Linux and Unix
 - Decent knowledge of Macintosh OS X
 - Network setup/admin, TCP/IP, DHCP, DNS, Printers, Proxies, Samba
 - Built 500+ computers from scratch, worked on many more
 - Proficient in numerous software suites and applications
 - Created, administered, edited, or supervised nine web sites
 - Prepared and taught courses in hardware assembly and testing; Operating System Installation; Introduction to Computers; various software suites; various historical subjects
 - Prepared exams and quizzes, wrote How-Tos and classroom handouts for students' reference material (also on my web site)
 - Experienced with shipping, receiving, inventory control, purchasing
 - Communicated with suppliers for replacement computer parts (RMA)
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Skills

Hardware	Last Used	Years Exp
Assembly, Repairs, Upgrades	2008	12
Troubleshooting	2008	12
Customer relations	2007	9
Backup and Data Recovery	2008	9
Software: Operating Systems	Last Used	Years Exp
Windows XP/2000/NT/9x	2008	12
Windows 2003/NT Server	2005	2
DOS 3.1 - 6.22, Windows 3.x	2007	17
Macintosh OS X	2008	3
Linux - Mandriva, RedHat, Fedora, Ubuntu, Knoppix	2008	8
Unix - FreeBSD, NetBSD, OpenBSD	2007	6
Novell Netware 3.x - 4.x	1998	1

Networks	Last Used	Years Exp
Installed and Configured		
NICs, Modems, TCP/IP, DHCP, DNS, Samba, Printers	2008	11
Mail servers (qmail, sendmail)	2004	3
Web servers, FTP servers	2007	5
Routers (software), Gateways, Firewalls	2007	5
Deployed Ghost (DOS, Windows, Linux)	2005	3
Software - Graphics	Last Used	Years Exp
Adobe PhotoShop + ImageReady	2006	5
CorelDraw, CorelTrace, CorelPhotoPaint	2006	4
The GIMP	2008	7
IrfanView	2008	9
Software - HTML and Web Design	Last Used	Years Exp
Dreamweaver	2005	4
Front Page	2001	1
NVU (Mozilla/Netscape Composer)	2008	8
Plain text editors, Notepad, vi, pico, EditPad, Bluefish	2008	14
Software - Internet and Email	Last Used	Years Exp
Internet Explorer	2008	10
Outlook	2006	intermittent
FireFox/Mozilla/SeaMonkey/Netscape	2008	11
Thunderbird, Eudora, Pegasus, other email clients	2007	10
Software - Office Suites	Last Used	Years Exp
Msoffice - Word, Excel, PowerPoint, Publisher	2008	11
MSWorks 2.0 - 4.5	2006	13
OpenOffice	2008	7
AbiWord	2007	5
Technical Writing/Editing/Teaching	Last Used	Years Exp
Taught A+ Hardware and OS curriculum	2005	4
Help files, How-tos	2008	10
Exercises, Exams, & Quizzes	2008	17
Classroom & Lab Instruction	2008	18
One-on-One instruction	2007	19

IT Employment History

Alberta Career Computer Center (ACCC)

Instructor May 2002 - Oct 2003, Jul - Sep 2004, Apr - Jun 2005

Teaching various courses, including:

- A+ Hardware
 - A+ Operating Systems (Windows 9x/ME/NT/2000/XP, DOS, Linux)
 - HTML and Web page design
 - Dreamweaver
 - Web Graphics
 - PhotoShop
 - CorelDraw
 - MSPublisher
 - MSPowerPoint
 - MSWord
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BEST Computers Sales and Service

PC Technician/Administrator/Instructor 1996 - 2001

- Installed, configured and did troubleshooting of software and hardware
 - Provided technical support by phone and on-site
 - Built and tested new computers
 - Shipping, receiving, inventory control, and purchasing
 - Instructed courses in Hardware Assembly and Testing, Operating System Installation, Introduction to Computers
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Intellisys Developments

Support Technician 1998 - 1999

- Provided technical support by phone and on-site
 - Network administration
 - Installed, configured and did troubleshooting of software and hardware
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Non - IT Employment History

Grant MacEwan College

Instructor 1994 - 1996, 2004 - present

- Prepared and delivered lectures for classes in History, Mythology, and Etymology

Concordia University College

Sessional Instructor/Teaching Assistant Jan - Apr 2004, Jan - Apr 2006

- Preparing and delivering lectures for classes in Greek and Mythology

University of Alberta

Sessional Instructor/Teaching Assistant 1990 - 1997

- Prepared and delivered lectures for classes in Greek, Latin, Etymology, Mythology and History
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Education and Training

2004 - N+ Certification

[CompTIA](#)

2003 - A+ Certification

[CompTIA](#)

1994 - Ph.D. Candidacy exams completed

[University of Alberta](#)

1991 - M.A. in Classics (Ancient History)
1989 - Honours Certificate in Greek and Latin
1984 - B.A. (advanced) in History and Archaeology

[University of Alberta](#)

[University of Saskatchewan](#)

[University of Saskatchewan](#)

Other Experience/Interests

- I am a member of the [Royal Astronomical Society of Canada](#), and editor of *Stardust*, the [RASC Edmonton Centre's](#) monthly newsletter.
 - I have taken university courses in art and art history and am familiar with the principles of drawing, painting, printing, typesetting, and calligraphy; I have published drawings and calligraphy.
 - I have been playing guitar for many years and presently own four.
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References:

Available upon request

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