
Erin Heather Ward

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OBJECTIVE

Seeking a position to utilize and expand my skills, experience and knowledge, and to make a contribution to an organization.

EDUCATION**Learning Tree International, June 2002 – August 2002**

Attended CompTIA A+, Microsoft MCSE, Citrix MetaFrame, perl language and Cisco router and switch configuration classes in Reston, Virginia, earning the A+ and MCSE certifications.

IBM, Inc., July 2001

Attended AIX system administration training course at IBM Corporate Washington Systems Center in Gaithersburg, Maryland. Earned "AIX Administration Certificate."

Apple Computer, Inc., June 2000

Attended Apple Desktop Service Certification training at Apple Computer's Reston, Virginia location, earning the Apple Computer ADSC certification.

University of Maryland at College Park, July 1993 – December 1998

Earned a Bachelor of Science (B.S.) with honors in Computer Science, December 1998. Further coursework in Russian language and literature, linguistics and physics, among others. Participated in the Russian Club and lived in the special "Language House" dormitory, where I was required to communicate in the Russian language at all times.

Suitland High School, September 1990 – June 1993

Earned high school diploma through the University High School program, a program for talented and gifted students. Attended various International Baccalaureate and Advanced Placement classes. Participated in the Visual and Performing Arts Program's computer graphics and photography classes.

WORK**EXPERIENCE****Erin Ward Consulting, LLC, Wheat Ridge, Colorado**

Owner & Consultant, November 2002 – present

Founded consulting company that deals with home users as well as businesses. Responsible for troubleshooting all sorts of wired and wireless networking issues, PC and Macintosh computer hardware and software problems. Installation and securing of various brands of computers, routers, firewalls, and networking hardware. Gained expertise in virus, spyware and adware removal techniques.

USA TODAY, McLean, Virginia

Systems Analyst, Publishing Solutions, July 1999 – October 2002

Analyzed, designed and implemented publishing systems with concentration on CCI Europe's NewsDesk software, Oracle database servers, Citrix MetaFrame servers, Windows NT-, 2000- and XP-based personal computers, IBM RS/6000 AIX-based UNIX systems, and miscellaneous pre-press and publishing equipment. Problem analysis and resolution of hardware and software issues, programmed and configured modifications for projects, as well as quality assurance testing. Additional focus on USA TODAY's custom font design, development and integration with CCI NewsDesk.

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WORK**EXPERIENCE***(continued)***International Research & Exchanges Board, Washington, D.C.***Systems Analyst, July 1998 – July 1999*

Maintained multiple Windows NT and Linux servers, including a Sybase SQL database server, fax server, multiple file and print servers. Implemented a Solaris Oracle database server. Other responsibilities included maintaining a BSD UNIX firewall server for security, troubleshooting, general hardware maintenance, light desktop publishing and web design.

Partners in Computing Services International, LLC, Washington, D.C.*Founding Partner & Consultant, January 1998 – July 1998*

Founded consulting company that dealt with international affairs non-profit organizations. Responsible for implementation of Windows NT servers at multiple client locations. Other responsibilities included LAN/WAN connectivity, setting up proxies and firewalls for security, on-call troubleshooting and hardware maintenance.

Russian Department, University of Maryland, College Park, Maryland*Computer Support Technician, January 1998 – August 1998*

Recommended, implemented and administered an e-mail, web and file server. Designed web pages, maintained the computers and printers on-site; was responsible for desktop publishing and design of informational brochures, pamphlets and other projects.

American Council of Teachers of Russian, Publications Department, Washington, D.C.*Computer Support Technician, January 1997 – February 1998*

Recommended, implemented and administered a Windows NT file server. Designed web pages for various departments, including a web site for promoting the study of Russian language – RussNet.org. Maintained computers on-site, and completed two cross-platform interactive CD-ROMs for teaching college-level Russian using Macromedia Authorware.

Atlanta Committee for the Olympic Games, Atlanta, Georgia*Bus Driver, June 1996 – August 1996*

Was recruited by the Atlanta Committee for the Olympic Games (ACOG) to drive buses for the Centennial Olympics. Drove the media (press and photographers) to and from their hotels and the various venues of the Olympic Games. Was responsible for more than 300 passengers daily.

Shuttle-UM, College Park, Maryland*Bus Driver, November 1993 – December 1996**Maintenance Assistant, April 1995 – September 1995*

Successfully completed a Commercial Driver's License training course, obtaining a class B CDL with passenger and air brake endorsements. Operated Flexible Metro bus on fixed commuter routes with the responsibility of 200+ passengers daily. As a Maintenance Assistant, inspected and repaired over forty vehicles. Also, picked up parts from distributors and stocked and maintained the parts room.

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**INTERESTS
AND SKILLS****Computers**

Experience using Microsoft Windows 95, Windows 98, Windows Millennium Edition, Windows NT, Windows 2000, Windows XP, Windows Server 2000, Windows Server 2003, Mac OS 8, 9 and X, various UNIXes including IBM's AIX, Sun Solaris, various Linux distributions and various BSDs, Microsoft Office 4.2.1, Office 97, Office 98 for Macintosh, Office 2000, Office 2001 for Macintosh, Office 2003, Office X for Macintosh, Office 2004 for Macintosh, Office 2008 for Macintosh, Adobe Photoshop, Quark XPress, Adobe Acrobat, Adobe InDesign, Adobe PageMaker, Adobe FrameMaker, Macromedia Fontographer, Adobe Flash, Adobe Shockwave, Macromedia Authorware, HTML, JavaScript, UNIX shell script, perl, and others

Russian Language

Studied Russian language and literature for three years in high school and four and a half years in college. Took graduate-level Russian courses as an undergraduate at the University of Maryland. Also, traveled to Russia from August – October 1991 as an exchange student. Traveled to Russia again from June – July 1997 as a group leader of fifteen high-school students from across the United States. The group of students all participated in a competition of spoken Russian called the “Olympiada.” Inducted into both the high school and college Russian Honor Societies. Lived in the “Language House” dormitory for three and a half years, where I was required to speak Russian at all times to my roommates and our instructors.

Photography

Took photography classes as part of my high school's Visual and Performing Arts program. Won several Golden Key Awards in high school. Traveled all over the United States with various cameras and took pictures of many places and tourist attractions. Shot several weddings and many portraits for friends and family. Experience with Canon, Olympus and Kodak equipment.

Travel

I enjoy traveling anywhere that I can. I enjoy learning new locales and absorbing new experiences. I have been all over the United States (it is easier to count the states that I have *not* visited rather than the ones that I have), as well as all over the world. I spent the Christmas holiday season of 1997 in Europe. I lived in Russia for a total of about three months in 1991 and 1997. I have lived in five different states, and had the opportunity to visit the 1996 Olympics in Atlanta. I have traveled extensively for my employers in the past, and certainly would not mind traveling for future employers.

OTHER INFO

- Recognized for contribution to the complete typographic re-design of USA TODAY
- Recognized for translation work done for the University of Maryland Police Department
- Maintain current class B CDL with air brake, passenger, tanker and motorcycle endorsements

References Available Upon Request