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# John Houston Dulle

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## **Work Experience**

June 2003 – February 2004    EnCompass Iowa                      Cedar Rapids, IA

### ***Systems Engineer***

- Responsible for designing, installing, upgrading, and supporting clients networks
- Work in a dynamic environment supporting clients networks via telephone, Internet, and on-site visits
- Experience using technologies including but not limited to: ASP, IIS, ISA, NetWare, Networking (hubs, routers, switches etc.), Symantec Ghost, Windows 9x, NT, 2000, XP, Server 2003

January 2001- May 2003        John Deere Waterloo Works        Waterloo, IA

### ***Computer Support Help Desk Technician***

- Tier 1 telephone support for over 4000 end-users
- Experience troubleshooting desktop software, Internet applications, CAD programs, and HOST mainframe programs
- Created business units Intranet website and helped maintain online knowledge base using HTML, ColdFusion, and Javascript

March 1998 - July 1999 and April 2000 - May 2000                      Cedar Rapids, IA  
May 2000 - December 2000    Cedar Falls, IA

### ***Red Lobster Restaurant***

- Line cook in kitchen
- Part-time waiter
- Promoted to Expo (head cook) May 1998

## **Education**

***University of Northern Iowa*** Graduated May 2003                      Cedar Falls, IA

- Management Information Systems (MIS)

***Kirkwood Community College*** Graduated May 2000                      Cedar Rapids, IA

- Associate Degree Liberal Arts
- Worked above listed jobs to independently fund education

## **Technical Skills**

***Microsoft Certified Systems Administrator 2003 (MCSA2003)***

***Working towards: Microsoft Certified Systems Engineer 2003 (MCSE2003)***

Tests completed so far:

- 70-270: Installing, Configuring, and Administering Microsoft Windows® XP Professional
- 70-290: Managing and Maintaining a Microsoft Windows Server 2003 Environment
- 70-291: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- 70-293: Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- 70-227: Installing, Configuring, and Administering Microsoft Internet Security and Acceleration (ISA) Server 2000 Enterprise Edition

***References: Available on Request***