

Winston Y.H. Chow

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Objective: To work in a challenging environment where I can exemplify my diverse and detailed computer knowledge and skills along with my ability to work well with others in a diligent manner.

Current Security Status: Interim Secret Clearance (Sponsored by TAD/PGS Inc.)

Experience: 2004 January – Present: Koko Head Elementary

Part Time support and consultation

- PC and Mac hardware and software support and consultation in a wired and wireless ethernet environment.

2003 December – February: Omega

Network technician:

- Fiber and Cat 5 networking.

2003 October – December: EDS/Dell/Quaxserv

Technician with the following duties:

- Staging: Install required software and quality check PCs for deployment.
- Deployment: Migrate old data to new machines and setup new machines to end user's satisfaction.
- Sweeps: Fix any problems that arise from deployment.

2003 August – 2004 March: Pihana Na Mamo Department of Education

Part time computer support and consultation.

- Data/Statistical Analysis and reports.
- Macintosh & PC hardware and software support, training and maintenance.
- Wireless, powerline, and ethernet network installation/setup/maintenance.

2003 March – Present: Reading Excellence Act Department of Education

Part time computer support and consultation.

- PC & Macintosh support including MS Office training.
- Convert existing VHS tapes into digital clips to use in Powerpoint.
- Development and maintenance of Adobe FrameMaker 7 documents.

2003 September - October: Instructional Services Branch Department of Education

Resolve virus issues and general maintenance and setup of new machines.

- Update and repair infected machines
- Lock down 80 Windows 2000 and XP desktop and laptops
- Installation and migration of new machines and printers with all required software

2003 January - June: University of Hawaii; Pacific New Media

Teacher's assistant for Pacific New Media

- Assist Lecturers/Instructors in the computer lab
- Help students register
- Make sure that everybody keeps up w/ the Lecturer/Instructor

1998-2003: State of Hawaii Department of Education

Part Time Technician for 3 elementary schools in the Kaiser Complex (DOE)

- Troubleshoot, repair, and setup PCs and Macintosh computers for 3 elementary schools connected to Ethernet and 802.11b wireless networks.
- Install and setup software on donated, current, and new machines.
- Support Macintosh file servers, Macintosh server, and Windows 2000 servers.
- Website support.
- Software support.
- References: Technology Coordinators

(Macs) Kamiloiki Elementary: Kathlyn Tsuruda 397-5804

(Macs) Haha'ione Elementary: Miki Stlaurent 397-5822

(IBMs) Koko Head Elementary: Janell Tanabe 397-5811

2003 January to February: Instructional Services Branch Department of Education

Contracted to do maintenance on existing PC and Macintosh machines.

- Inventory all computers in the department (120 machines and printers).
- Install/configure McAfee Antivirus on all PCs.
- Replace hardware as needed.
- Restore operating system and applications when disk becomes corrupt.
- Configure Lotus Notes clients.
- Reconfigure TCP/IP settings with new IP addresses.
- Setup a system for backups to Network Attached Storage Server (Dell PowerVault 725N)
- Server Administrative support

2002 December: Volunteer Resource Center at Windward Community College

Contracted to setup and configure 4 Windows XP clients and 1 Windows 2000 server w/ VPN access.

- Network all PCs and server w/ Cat5 wiring.
- Allow VPN access for clients to access server from home.
- Server Administrative support

2002 June: Instructional Services Branch Department of Education

Contracted to image/deploy new PCs and statistical analysis of survey data for Koko Head School.

- Stage and Deploy Dell Windows 2000 machines w/ WinFMS software.
- Analyze and present results of survey data for Koko Head school.

2001-2002: University of Hawaii; Geology & Geophysics Department

Computer Lab Supervisor

- Maintain two computer labs with a combination of 9 Macintosh, 14 Windows 2000 PC's, 10 Sun workstations, 2 scanners, and 2 network printers.
- Maintain one lecture room with Audio/Visual equipment, one PC and one Macintosh used by faculty/staff/guest lecturers.
- Maintain a mobile PC and a mobile Macintosh Audio/Visual cart used by faculty/staff/guest lecturers.
- Help professors and students with PC and Macintosh needs including various software requirements.
- Maintain lab security door codes for incoming and outgoing students/faculty.
- Maintain an inventory system.
- Order parts and supplies at the best possible price when needed.
- Reference: Craig Glenn (supervisor) 956-2200

1996–2001: State of Hawaii Office of Consumer Protection

Student Help II

- Various PC duties.
- Maintain website: <http://www.hawaii.gov/dcca/ocp>
- Implemented training with other student help for Microsoft Word97 for staff of 13 to 15.
- Help staff when they needed Windows95/98, Word, Excel, Lotus Notes, Internet, LAN, and general computer assistance.
- Duties included clerical and various computer related duties with Windows 95 machines on an Ethernet network with a Novell Server.
- Reference: Steven Levins (Director) 586-2636

**1994 Summer: State of Hawaii Department of Budget & Finance
Information Communications Services Division**

Student Help I

- Clerical duties
- Help answer phones regarding FYI modem pool.
- General maintenance on equipment

Education: 1995-2002 University of Hawaii at Manoa

- Bachelors Degree in Communications.
- Up to ICS 211, pre-business core for MIS.
- Cumulative GPA: 2.94
- Communications GPA: 3.93

Other Accomplishments:

- Networked some areas with a secure 802.11b and 802.11g wireless networks.
- Assistant to the teacher's assistant for ICS101 labs. This included helping students during the labs, free lab hours, and teaching for 1 week (MS word 2000).
- Do private contracts to setup, maintain/repair, and backup PC clients for Department of Education Office of Instructional Support and the Hawaii Volunteer Resource Center.

Interests: Computers, networking, music, digital multi-media, and technology in general.

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| Hardware knowledge and skill: | <ul style="list-style-type: none">• X86 to Pentium 4 and AMD desktops, laptops, and tablet PCs• Macintosh Classic to G5 Macintoshes and iBooks• NT4, Windows 2000 and Mac servers• Network Attached Storage (NAS)• Ethernet, Fiber and some Tokenring• 802.11b,g wireless networks w/ WEP or WPA security with multiple access points• Powerline networking• Know how to terminate Cat5, RG6, telephony cables• Know how to upgrade/replace/configure hardware such as memory, hard-drives, and peripherals.• Scanners, digital cameras, PDAs, projectors & printers. |
| Software knowledge and skill: | <ul style="list-style-type: none">• MS DOS 5+• MS Windows 3.11, 95, 98 (SE & ME) and Windows 2000 professional and server, NT 4 server and client, Windows XP• Mac OS 6 to Mac OS 10.3• Appleshare 6• Retrospect 3 backup for Mac• Apple Network Assistant• Novell Netware client• Some entry level Unix• Basic Java• Lotus Notes 3 to 4.6 on Mac and PC clients.• MS Word 97-2003• MS Excel 97-2003• MS Frontpage 97-2003• MS Powerpoint 97-2003• MS Outlook Express 5-6• MS Internet Explorer 3 to 6• Netscape Navigator 3 to 7• Adobe Photoshop 4 to 8• Adobe Acrobat 5 & 6 |

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| | <ul style="list-style-type: none"> • Adobe FrameMaker 7 • ClarisWorks/Appleworks 2 to 6 • Macromedia Dreamweaver 4 & MX, Fireworks 4 & MX. • Apple iMovie 1-3, Avid Cinema, Ulead video studio, Adobe Premire 6.5-7 and DV editing. • CD burning software such as Roxio Toast for Mac and EZ CD creator, Nero burning ROM, etc... • Install and upgrade Follett library database software on Faircom server. • Macintosh kids software like Kidpix studio & Hyperstudio. • Norton and McAfee Antivirus and firewall • SPSS 8 to 11 • FTP (file transfer protocol) software • Telnet (including SSH) |
| Other: | <ul style="list-style-type: none"> • Very familiar with the computer industry, current and proposed standards. Current issues concerning new technology, software, security, and integration. |

Letters of recommendation and/or transcripts available on request.
Official transcripts require 1 week to be mailed from UH.