

# Eriq Oliver Neale

7017 Riverchase Trail  
Denton, TX 76210

972-977-5178  
eriqn@earthling.net

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## PROFESSIONAL SUMMARY

Accomplished, dedicated network/desktop services specialist with over 10 years experience providing large-scale enterprise hardware, OS and applications support. Consistently achieve high-levels of client satisfaction through the delivery and application of innovative, well-planned infrastructure solutions that meet corporate objectives.

- Approach all projects with enthusiasm and a sense of urgency.
- Outstanding focus on customer service and client relationship building.
- Exceptional team builder, adept at training, mentoring and managing teams to achieve corporate technology objectives.

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## TECHNICAL SKILLS

**Databases:** SQL Server 6.5/7  
**Platforms:** Windows 2003/XP/2000/NT/9x Desktop/Server, Novell NetWare 2.1/3.12/4.x, RedHat Linux 7, UNIX, Macintosh OS7/8/9, OS X, DOS  
**Networking:** TCP/IP, IPX/SPX, AppleTalk, FTP, Telnet, SMTP, IMAP/IMSP  
**Software:** MS Office, Crystal Reports, Brio Reports, Visio  
**Programming:** C, CGI, PERL, DOS Batch Files, Novell Login Scripts

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## PROFESSIONAL EXPERIENCE

**Trinity Industries, Dallas, TX** **01/2001 – Present**  
**Manager/Desktop Services** **2 years 9 months**

Direct the delivery of tier II support/maintenance for 1800 Windows 2000/NT/9x-based desktops and laptops (Dell, Optiplex and Latitude) at the corporate headquarters and plant facilities worldwide. Supervised, mentored and trained support team.

- Develop and maintain system standards for desktop PCs, including minimum hardware specifications, operating system configuration, printer standardization, network client configuration, and base application loads.
- Migrated GroupWise to Exchange E-mail and led end-user training for new system. Developed user documentation and executed automated client installation testing.
- Led PC Refresh project; evaluated and selected vendors, developed system standards/deployment script, and coordinated work of key technical personnel.

### Accomplishments:

- Tracked/reduced outstanding tickets (over 28 days old) by 20%.
- Improved customer satisfaction 10% by constructing and implementing survey and tracking tool.
- Completed PC refresh project ahead of schedule and within budget.

**Environment:** Windows 2003/NT/2000 Server/Workstation, Peregrine Asset Center/Service Center, Exchange 2000, Novell NetWare 4.x/5.x Servers, Microsoft SUS Server, Crystal Reports, SQL 7, Ghost, Symantec Anti-Virus Enterprise

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**DIVA Media, Carrollton, TX**  
**Systems Architect/Network Engineer**

**04/2000 – 10/2000**  
**7 months**

Effectively managed integration of Macintosh into NT infrastructure, utilizing standard Macintosh desktop image and Macintosh service software for NT servers.

- Developed and maintained documentation for server and desktop builds. Created images for Dell desktops/laptops and Windows NT/9x configurations.
- Trained new employees to use company PCs and applications.

**Accomplishments:**

- Configured network protocols and routing to minimize bandwidth impact, and established standardized shared printing configurations for pre-press output.
- Standardized Macintosh graphic design department to generate consistent output, significantly reducing editing process time.
- Successfully implemented workflow product for tracking a printing process, increasing production team efficiency and improving target completion dates.

**Environment:** NT Servers, Macintosh OS9/OSX, Windows 2000/9x Workstations

**Nortel Networks, Richardson, TX**  
**Technology Strategist** (5 months)

**07/1998 – 04/2000**  
**1 year 10 months**

Designated microcomputer subject matter expert and resource for technology team. Researched/tested new technologies to improve designer efficiency and reduce R&D time-to-market.

**Accomplishments:**

- Standardized the Windows 2000 desktop environment in preparation for the OS upgrade rollout, substantially reducing upgrade time and shortening project completion schedule.
- Developed Web front-end for electronic paging system, allowing Helpdesk to quickly alert tier 1/2 technicians, reducing the average customer waiting time.

**Environment:** Windows 2000/NT/9x, Brio, UNIX CGI Scripts, Office 2000/97, Norton Ghost

**Senior Desktop Support Specialist** (07/1998 – 09/1999)

Provided advanced customer support for enterprise-wide PC/Macintosh platforms. Resolved problems relating to operating systems (Windows NT/95, MacOS), software applications, networking issues and software conflicts. Trained local support teams to integrate new tools.

- Selected application package/configuration and evaluated Linux support. Continuously analyzed desktop support call escalations.
- Led design group desktop deployment during UNIX/Windows NT migration.
- Troubleshoot operating systems (Windows NT/95, MacOS), software applications and networking problems, providing effective same-day customer solutions.
- Maintained UNIX-based electronic paging system and primary Web/CGI system interface.
- Constructed and maintained Windows NT ghost images for Dell desktops/laptops for R&D. Adapted localized Windows NT install image for corporate software installation tools.

**Accomplishments:**

- Awarded several commendations for providing outstanding customer service, including an extra-departmental award.
- Achieved hardware repair certification from Dell Computer Corporation, resulting in complete command of most maintenance issues.

**Environment:** Windows 2000/NT/9x, Brio, UNIX CGI Scripts, Ghost

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**Ajilon Consulting Services, Dallas, TX** **09/1997 – 07/1998**  
**Technical Support/Macintosh/PC Support Group** **11 months**

**Client: Nortel Networks**

Provided tier I/II PC and Mac desktop/server support for enterprise-wide customer base. Successfully resolved escalated problem tickets.

- Performed hands on support for unresolved phone issues.
- Redesigned internal support Web presence and converted Web interface to UNIX-based electronic paging system.

**Environment:** Windows 2000/NT/9x, Brio, UNIX CGI Scripts, Ghost

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**University of North Texas, Denton, TX** **07/1991 – 09/1997**  
**Student Computing Services Manager** **6 years 3 months**

Headed a part-time staff of 11 student employees in a high-volume, high visibility student lab environment. Administered multiple platforms and UNIX-based IMAP client/server e-mail system, supporting 30,000+ accounts.

- Installed and maintained Novell NetWare file server/Macintosh hardware/software for student computing lab.
- Designed and maintained UNIX/Windows-based client/server application to track student/equipment use in all UNT computer labs.

**Accomplishment:**

- Directed software development used by campus computer labs to manage resources, improving student accessibility to lab resources.

**Environment:** Windows 95/3.11, Novell NetWare, Apple Macintosh System 7/8, Office/Macintosh, Office/Windows, Solaris UNIX, Authorware

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**North Central Texas College** **09/1997 – 05/2000**  
**Part-time Instructor** **2 years 9 months**

Developed curriculum and taught courses on HTML, computer hardware maintenance, Novell LAN installation/Novell NetWare, MS Word 97 and operating systems (DOS/UNIX).

**Environment:** HTML, Novell LAN, DOS, UNIX, Novell NetWare, Microsoft Word 97

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**PROFESSIONAL PUBLICATIONS**

Authored chapter in MCSE/MCSA, Managing and Maintaining a Microsoft Windows Server 2003 Environment, a Microsoft training guide, 70-290.  
 Authored chapter in MCSE Exam 70-294, Planning, Implementing, and Maintaining a Windows Server 2003 Active Directory Infrastructure.  
 Authored chapters in MCSE Windows 2000 Server Study Guide, a training guide for Microsoft exam 70-215.  
 Authored chapters in Deploying Windows 2000 with Support Tools, a book on Windows 2000 deployment strategies.  
 Authored chapter in Windows 2000 Server System Administration Handbook, a book on W2K Server/system administration.

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**EDUCATION**

**University of North Texas, Denton, TX**  
 B.A., Computer Science, 1997

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