

# MICHAEL D. MACDONALD, MCSE

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## Network Engineering / IS Management

### Professional Profile

INFORMATION SYSTEMS EXPERT with more than 12 years' experience in network administration, system maintenance, technology planning, troubleshooting, team building, conversion / transition support, infrastructure planning, and budgeting. Strong service orientation and reputation for creative problem solving and effectiveness in resource management and cost control. Thoroughly familiar with diverse enterprise and network systems, engineering support, remote administration, and startup management / support.

- **Dedicated Team Leader:** Proven ability to build motivated teams and supervise engineering and support staff in diverse business and technical environments. Solid skills in coaching, staff training and development, goal setting, performance evaluation, and team monitoring. Able to communicate effectively with staff and managers across multiple organizational levels.
- **Technology Management:** Broad experience with IT and system management. Skilled in developing objectives and long-range plans, coordinating team activities, and managing application integration and data networking projects across multiple platform operating systems. Up-to-date knowledge of emerging technologies such as VPN connectivity, home / office automation, and data communications services.
- **Seasoned Project Manager:** Accustomed to managing multiple projects and priorities in a fast-paced environment. Organized and detail-oriented with ability to work under tight deadline pressure and maintain high quality standards.

### Certifications

- **MCSE** – Windows NT4
- **MCP** – Windows 2000
- **MCSE for Windows 2000** – In Progress

### Experience

EDS / XEROX – Portland, Oregon

**Network Operations Supervisor** (1999–Present)

**Advanced Systems Administrator** (1998–1999)

**Systems Administrator** (1996–1998)

Currently manage team of 20 network engineers and supervise the maintenance of 60 Windows NT and Novell servers supporting a user base of over 2,500 in Alaska, Arizona, California, Colorado, Hawaii, Utah, Oregon and Washington.

Installed and configured Novell 3.x / 5.x, Windows NT 4.0 and Windows 2000 servers and clients. Maintained existing infrastructure and expanded / updated network systems. Installed, set up and maintained hardware, software, and infrastructure (i.e., routers, switches, servers, DSU / CSU, modem pools, and RAS devices). Managed project budgets, approved expenses, and prepared expense reports.

- Assumed sole responsibility for the daily system operation, support, backup, and maintenance at the Oregon, Hawaii and Alaska facilities.
- Managed an internal / external support team of 23 and oversaw the delivery of tech support at customer sites nationwide.
- Hired, trained, evaluated and disciplined employees; developed and used performance management tools to maximize staff efficiency.

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## Experience *(Continued)*

INTEL CORPORATION – Portland, Oregon

**Compatibility Test Developer** (Contract, 8/95–2/96)

Developed test procedures for Intel's ISDN modem and video conferencing products. Set up systems and processes to maximize compatibility (various hardware and software configurations, TCP/IP stacks). Worked with various vendors' TCP/IP applications.

OPERATING SYSTEMS: Windows 95, Windows 3.x, Windows NT, Novell 3.x / 4.x

TEST AREAS: Installation, Plug-N-Play, Networking, Communications over ISDN, POTS

COMPAQ COMPUTER CORPORATION – Houston, Texas

**Software Test Developer** (Contract, 4/95–7/95)

Developed test procedures for Compaq's line of laptop computers to assure compatibility with various operating systems and hardware.

TEST AREAS: Installation, PCMCIA Plug-N-Play, ISA Plug-N-Play, Video compatibility, Networking and Communications

OPERATING SYSTEMS: Windows 3.1, Windows 95, Windows NT, OS/2

NETWORKING OPERATING SYSTEMS: Novell 3.x, Novell 4.x, Microsoft Peer-to-Peer, Banyan Vines

WESTERN DIGITAL – Irvine, California

**Computer Technician / Technical Support Team** (12/94–4/95)

Provided technical support for end users in-house, over the telephone, and on-line. Supported Western Digital's extensive line of hard disk drives and Paradise video and sound card; Windows, Windows for Workgroups, Windows NT, Windows 95, OS/2, Novell, and Unix.

NETTECH SOLUTIONS – Santa Ana, California

**Computer Consultant / Contractor** (1/91–8/95)

Analyzed needs of small to medium sized firms to ensure optimum cost efficiency and productive use of applications and data processing, networking, and data communication systems. Developed custom configurations and installed IBM and Macintosh systems, standalone PCs, Local Area Novell Networks, computer bulletin board systems (BBS), and Internet solutions. Provided onsite training and user support.

SORIN BIOMEDICAL, CORP – Irvine, California

**Production Lead, Injection Molding** (2/91-12/94)

Supervised department operations; established production goals, prepared budget, supervised staff, and ensured that quality, yield, and production standards were met. Handled a variety of materials planning functions, including capacity planning and material requisition. Scheduled, trained, and evaluated a 35-person injection molding crew; made recommendations on merit increases and promotions.

## Education

ORANGE COAST COLLEGE – Costa Mesa, California

Business Education Emphasis (1993–1995)

### PROFESSIONAL DEVELOPMENT

- Marketing
- Computer Systems Operations
- Technical Troubleshooting