

ARTHUR H. "CHIP" ROACH III

11 Girard Street ♦ Laconia, New Hampshire 03246 ♦ (603) 528-2589 ♦ chip@thechipster.com

PROFESSIONAL SUMMARY

Ambitious and richly experienced IT Management professional with an extraordinary background in hands-on leadership in the planning, procurement and performance-driven administration of secure, robust IP and IPX LAN/WAN networks. Utilize extensive training and certification in a wide range of techniques to deliver unprecedented efficiency and reliability. Possess excellent communication, project management and problem-solving skills; proven ability to plan and execute major system design and implementation initiatives by working independently or rallying diverse, cross-functional teams.

TECHNICAL SKILLS

SOFTWARE – APPLICATIONS: Microsoft Windows 3.0/3.1/3.11/WFW/NT 4.0 Workstation & Server • Windows 95/98/Millennium • Windows 2000 Pro & Server • Windows XP Home & Pro • Windows Server 2003 Standard & Enterprise • Novell Netware 3.11/5.0 • Microsoft Office Pro 97/2000/XP/2003/2007 • Corel WordPerfect 6/12 • Dreamweaver • Microsoft FrontPage • Microsoft Publisher • WinVNC • PC Anywhere • Microsoft Exchange • Ipswitch I-Mail • VMWare 5.0 • Microsoft Virtual PC 2004 • Symantec Norton Ghost • Symantec BackupExec • Adobe Photoshop • Adobe Acrobat • AutoCAD LT/2000 • Internet Explorer • FireFox • WS_FTP • CuteFTP • Ipswitch WS_FTP • Ipswitch WhatsUp Gold • WinZIP/PKZIP • PerfectDisk • DiskKeeper • Norton Antivirus Enterprise/Corp Editions • AVG Antivirus • WebSense Corporate Edition • HP Smart Start • HP/Compaq Lights-out Manager • Compaq Smart Start • IIS and SUS.

NETWORKS: Extensive knowledge of IPX/SPX and TCP/IP network protocols, DHCP, DNS, WINS, SMTP, POP3, FTP, TELNET, NSLOOKUP and PING. Thorough understanding of CENTREX, ISDN, NT1, POTS, DSL, T1 and Frame-relay telephone technologies; Broadband cable technologies; wireless encryption security (AES/128 bit, WEP, MAC Filtering); Terminal Services and Remote Desktop configuration and usage. Background successfully utilizing CISCO, LINKSYS, 3COM and NETGEAR switches and routers; ADTRAN CSU/DSU's; NETSCREEN and LINKSYS firewalls; CISCO Access Points, RAID and SCSI controller technologies. Designed and Installed T-568A and T-568B cabling infrastructures.

CAREER EXPERIENCE

HILLSBOROUGH COUNTY – Goffstown, New Hampshire

April 2000 – Present

Network Administrator/Director - Computer & Information Systems Department

Oversee a broad range of IT functions for the most heavily populated County in the State including the research, procurement and implementation of nearly all hardware and software systems. Responsible for network and Internet security, daily backup/recovery procedures, user account management and systems troubleshooting. Manage a \$600,000+ budget and participate in annual budgetary meetings with the County's Board of Commissioners and members of the New Hampshire House of Representatives. Prepare RFP's in the procurement of technology; conduct computer and application training; provide direct support to more than 300 end-users; and troubleshoot and support of 200 HP/IBM compatible computers, six networks, 21 servers, two email/Internet appliances, network attached backup system, T1 Internet access and PBX/Centrex phone systems.

- Effectively managed the County's computer operations without assistance for more than 3 years by successfully assessing, prioritizing and determining a successful course of action in resolving computer issues.
- Charged with installing a new network and telephone cabling system in a 29,500-square foot remodeled office building as the department's only employee while simultaneously supporting all County employees and implementing both a new Nursing Home Management program and a new Financial Management program. Collaborated with software manufacturers in the installation and configuration of these new programs.
- Completed above project in less than three months by requesting assistance from County inmates to aid with CAT5e cable installation; overall efforts boosted network reliability more than 300%.
- Coordinated the seamless relocation of seven County offices by systematically moving them to this newly remodeled facility and re-configuring each department's printers, computers, servers and phone systems.
- Researched and implemented new software programs and hardware appliances including a firewall appliance for Internet access security, email appliances for efficient deployment of department email, an Internet content filtering program (Websense) to restrict inappropriate Internet access, Spyware software to improve computer system integrity and web-hosting appliances for the cost effective deployment of County websites.
- Prevented virus infections by implementing an enterprise level antivirus solution on all PC's and servers resulting in only one minor infection in past six years with complete system recovery in under five hours.
- Took on role as Web Master responsible for implementing web-hosting/email appliances, establishing domain names, designing web presence and installing T1 Internet access shared to County's frame relay network.
- Spearheaded major improvements such as implementing remote access software, Cisco switches, Adtran CSU/DSU's, network monitoring programs, a network attached backup system and MS Access database for tracking travel expenses.
- Migrated old Novell servers to Windows NT, 2000 and then to 2003 server to improve network reliability by removing all network IPX/SPX protocol traffic resulting in a 500% improvement in network efficiency.

ARTHUR H. “CHIP” ROACH III

11 Girard Street ♦ Laconia, New Hampshire 03246 ♦ (603) 528-2589 ♦ chip@thechipster.com

MERRIMACK VALLEY – Penacook, New Hampshire **Network Co-Administrator/Computer Specialist**

May 1998 – March 2000

Maintained operations of computer systems for educational and administrative staff at a progressive school district. Managed network accounts, Internet access, video conferencing classroom and part-time support staff. Mentored students, handled web master duties and provided end-user support. Set-up, designed and managed web content.

- Aggressively installed 320 new computer systems (with Internet access) in every classroom, throughout the SAU to meet the districts and the US Governments initiative for “Computers in the Classroom”.
- Earned reputation as the district “go to person” by going above and beyond in assisting staff with development of custom templates and access databases for information tracking and increasing office efficiency.
- Demonstrated ability to rapidly learn new technology on numerous occasions; for example, successfully implemented the District’s first Microsoft NT servers and managed the District’s video conferencing system.
- Carried out the installation and configuration of six computer labs using Norton Ghost to image system configurations, which allowed for rapid replacement of lab systems in case of hardware/software failure.
- Utilized previous experience as a computer design drafter to install and configure a new AutoCAD instruction lab.
- Conducted training workshops at annual Technology Conference to enhance technology skills of district’s staff.
- Headed installation, configuration, troubleshooting and administration of seven Novell 4.12 networks using IPX/SPX for network connectivity and TCP/IP for Internet access as well as several NT 4.0 servers utilizing TCP/IP and GSNW.
- Filled role as Senior Computer Specialist responsible for building, repairing and troubleshooting 400 IBM compatible PC’s throughout this seven school SAU.
- Implemented and managed SAU’s video conferencing equipment provided by Granite State Distance Learning.
- Performed installation of 2,000+ feet of Cat5 network cabling to extend school’s existing network to new areas.

NPO SOLUTIONS, INC. – Loudon, New Hampshire **Network Administrator/Hardware Support Specialist**

June 1997 – May 1998

Performed a broad range of IT-related functions for this provider of integrated financial information management systems geared toward charitable organizations. Supported 15 company employees and approximately 275 clients nationally. Managed office network, Exchange and WinFax servers, software migrations and hardware helpdesk support. Researched and purchased computers, software and systems. Implemented and compiled recordable CD-ROM media for national software distribution and software version upgrades.

- Successfully updated clients from DOS-based environment to Windows-based environment without need for national travel by implementing and utilizing a system for remote software deployment.
- Managed NT 4.0 Server with MS Exchange with the responsibility of creating and modifying network user accounts and the configuring and managing of email accounts.
- Fulfilled role as Database Migration Specialist responsible for executing software upgrades and database conversions for clients using a PROGRESS database engine on both Windows NT 4.0 and Novell 4.1 servers.
- Improved system reliability by creating a backup/recovery system incorporating a “multi week” tape cycle with off-site backups using SCSI DAT tape technology.

NH COMMUNITY TECHNICAL COLLEGE – Laconia, New Hampshire **AutoCAD/Computer/Internet Adjunct Instructor**

1997

Taught courses and workshops to classes of up to 15 students at this accredited institution. Prepared and assessed exams, selected course materials and wrote syllabi.

- Consistently earned high performance evaluations from students and staff due to effective instruction, creative training methods and ability to foster a positive environment among students.

PENNONI ASSOCIATES, INC. – Concord, New Hampshire **CADD Designer/Computer Support Specialist**

July 1996 – June 1997

Selected by this multi-disciplined engineering consulting firm for the design of construction plans for roads, bridges and buildings as well as recommending, implementing and troubleshooting hardware and software. Member of Computer Committee, made up of representatives from 27 nationwide offices, to advise the company on technology.

- Credited with automating computer drafting process by creating symbol libraries used to create construction plans.
- Produced construction plans for five bridge projects for the State of New Hampshire Bureau of Bridge Design as well as a 23 mile four-lane highway construction project for a Southern New England highway department.

ARTHUR H. "CHIP" ROACH III

11 Girard Street ♦ Laconia, New Hampshire 03246 ♦ (603) 528-2589 ♦ chip@thechipster.com

ELECTRICAL INSTALLATIONS, INC. – Center Harbor, New Hampshire

July 1995 – July 1996

CADD/Software Designer/Systems Automation Specialist

Joined this small family-owned provider of automation services for water and waste water treatment facilities to design panel drawings for fabrication, design object-oriented software screens and handle on-site installation and networking functions. Installed and configured alphanumeric and voice paging systems to provide alarm status.

- Significantly improved quality of software screens by utilizing graphic arts background; efforts increased customer satisfaction and generated additional sales of company's software design services.
- Maximized the efficiency of client facility by creating object-oriented software screens that were linked to electrical control systems for management of this facility by a sole employee either on-site or remotely.

CARON ENGINEERING, INC. – Concord, New Hampshire

July 1992 – May 1995

CADD Designer/Computer Support Specialist

Prepared construction plans for roads, bridges and building design projects for this engineering firm. Maintained and troubleshot PC's and wrote LISP routines (AutoCAD scripts) to automate design processes.

- Enabled company to rapidly recover from vandalism to all CADD systems by implementing a system backup/recovery procedure that allowed operations to continue within one hour of this incident.
- Gained valuable skills in data recovery and protection, project management and computer programming.

EDUCATION AND SPECIALIZED TRAINING

FRANKLIN PIERCE COLLEGE – Concord, New Hampshire

- ***Bachelor of Science Degree, Computer Information Technology; GPA: 3.73/4.0***

NH COMMUNITY TECHNICAL COLLEGE – Laconia, New Hampshire

- ***Associate of Applied Science Degree in Applied Computer Technologies*** 1997
- ***Associate of Applied Science Degree in Industrial Drafting*** 1985

Micro-Smart Technology Solutions – Bedford, New Hampshire

- Implementing & Administering Windows 2000 Directory Services, 2002
- Upgrading Support Skills from Microsoft Windows NT 4.0 to Windows 2000, 2002
- Implementing Windows 2000 Professional & Server, 2002
- Configuring CISCO Routers, 2000
- Microsoft Certified Systems Engineer, 1999
- Novell Certified Network Administration, 1999
- A+ Computer Technician Certification, 1999

New Horizons Learning Center – Nashua, New Hampshire

- Certified Ethical Hacker Training, 2008
- Network+ Certification Training, 2001
- Novell Certified Web Designer, 1999

Intense School – Herndon, Virginia

- MCSE Security 2003 Boot Camp, 2005

CERTIFICATIONS

- National AutoCAD Certification - July 1993
- Certified Programmer - August 1998
- A+ Certified Service Technician - April 1999
- Novell Certified Web Designer - October 1999
- Certified Novell Administrator 5.0 - November 1999
- Certified Internet Webmaster - October 1999
- MS Windows NT 4.0 Server - February 2000
- MS Windows NT 4.0 Workstation - April 2000
- MS Networking Essentials - September 2000
- Network+ Certification - November 2001
- Supporting/Troubleshooting Applications on MS Windows XP - August 2004
- Installing, Configuring & Admin MS Windows XP Pro - January 2005
- Supporting Users & Troubleshooting Windows XP O/S - April 2005
- Microsoft Certified Desktop Support Technician - April 2005