

HJALMER DUENOW

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SUMMARY OF QUALIFICATIONS

- Over 11 years experience in Information Technology at all levels including desktop and telephone support, hardware support and deployment, server and application deployment, and information technology operations.
- Migrated Windows NT4 domains to Windows 2000 Active Directory.
- Managed and maintained SQL server-based applications.
- Experienced in server administration including maintaining network shares, print servers, users and user permissions, e-mail accounts and e-mail lists, WINS, DHCP and DNS.
- Lead teams and mentored team members.
- Writing instructional and technical documentation, web-based content, departmental news and policies.
- Experienced in supporting organizations of over 500 users on-site and/or via telephone.
- Created stable computer configurations on operating systems including Windows 95, Windows 98, Windows Me, Windows NT 4 Server and Workstation, Windows 2000 Server and Workstation, Windows XP and Windows Server 2003.
- Skilled in troubleshooting and testing hardware, software and networking.
- Excited by technology and always working to expand my skill set.

TECHNOLOGY EXPERTISE AND COMPETENCIES

- Windows 95, Windows 98, Windows 2000, Windows XP, Windows NT Server, Windows 2000 Server, Windows 2000 Advanced Server, Windows Server 2003, Windows Vista, Microsoft Exchange 2000, Active Directory, Server Management Tools, Microsoft Office, Word, Excel, PowerPoint, Outlook, Internet Explorer, Netscape Communicator, Office 95, Office 97, Office 2000, Office XP, Office 2003, Office 2007, Internet Explorer 5.0, 5.5, 6.0 and 7.0, Netscape Communicator version 4.x, Netscape 7.0, Mozilla 1.2, Opera 9, Firefox, Palm OS, Pocket PC, Blackberry and Windows Mobile.
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EXPERIENCE

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|---|------------------------|-----------------|
| 2006-Present | Thomson | Eagan, MN |
| ETS Consultant, Desktop Solutions Group | | |
| <ul style="list-style-type: none"> ▪ Second-level support of hardware, software and in-house applications. Supported users in person and over the phone. Used SMS for remote control of computers to assist with trouble shooting and to apply fixes. Employed Ghost to image Dell desktops and laptops as part of a rollout of Windows XP. Imaged new hardware for upgrades and new employees. Deployed Blackberry hand held PDAs. Utilized System Center and the Primus knowledge base to research solutions and to document fixes. ▪ Took over maintenance of team web resources. Redesigned web pages. Created dynamically updating web pages based on technology within Windows and Internet Explorer. | | |
| 2006 | Tech•pro | Roseville, MN |
| Consultant, Thomson | | |
| <ul style="list-style-type: none"> ▪ Long-term project supplementing the Thomson Desktop Solutions Group. | | |
| 2005 | Dolphin Staffing | Minneapolis, MN |
| Consultant, Pentair | | |
| <ul style="list-style-type: none"> ▪ Short-termed project supplementing the Pentair IT team. On-site support of Windows XP and Microsoft Office 2003 on IBM desktops and laptops. | | |
| 2005 | CDI Corporation | Minneapolis, MN |
| Consultant, Target Corporation | | |
| <ul style="list-style-type: none"> ▪ Short-termed project supplementing the Target Technical Services team. Supported equipment included all network hardware and software, servers, PCs, laptops, Palm Treo devices and wireless technology required to sustain retail operations. | | |
| 2004 | Robert Half Technology | Minneapolis, MN |
| Consultant, NRG Energy | | |
| <ul style="list-style-type: none"> ▪ NRG Energy needed to get an idea of information technology assets on-site, both hardware and software. Automated tracking tool was used in conjunction with a site-survey. Hardware tracked included printers, monitors, PCs, laptops, servers, and network equipment. Software tracked included operating systems and patch levels, office suites, productivity tools, and virus protection. | | |

Robert Half (Continued)

Consultant, Ecolab

- Part of an eight-person team selected to execute on plans to migrate all users from a Windows NT4 network environment to current Active Directory network technology. This change necessitated visiting each computer in the enterprise but allowed Information Services to give individual attention to each user. With a team member at the work station while it was migrated, every issue and exception was handled immediately.

Consultant, Minnetonka Public Schools

- Developed an image used for deploying an unique computer platform to district administrative staff. The computer chosen was an MPC all-in-one design which hid all of the internal computer components behind a flat-panel LCD display. A unique desktop “look” was developed for these personnel, and a standard set of software tools evolved such that a single disk image would work for as many staff members as possible. These machines were subsequently put into wide use. Images were created using Sysprep, and deployed using Norton Ghost.
- On-site technical support for staff and faculty members. Their desktop environment consisted of Windows 2000, Office 2000, and a wide range of educational and administrative applications.

2003-2004

Silent H Consulting

Brooklyn Park, MN

Consultant, Anoka Ramsey Community College

- Interim System Administrator while a full-time staff member was on an extended leave. Developed several sophisticated Excel grade book templates for Nursing and Liberal Arts professors. Aided in daily operations. Researched electronic test scanners for a pilot project in which the Information Technology department was to assume responsibility for acquisition and maintenance. This had previously been handled uniquely by each department and inequities in resources needed to be resolved.

Consultant, WAM!NET Government Services, Inc.

- Part of an eight-person team selected to move the W!NGS IT infrastructure from Eagan, MN to a smaller facility in Bloomington, MN. Planning included deciding which equipment could be retired, and in which phases the remaining equipment and services would be moved. Networking services in the Bloomington facility were installed, tested and operational prior to the move date. All IT operations and services were successfully moved on schedule.

1997-2003

WAM!NET, Inc.

Eagan, MN

My experience at WAM!NET included all of the following roles and responsibilities separately and in combination. Each advancing position utilized skills from all of the previous positions.

Systems Engineer

- Deployed Exchange 2000. Part of a five-person team elected to migrate the company away from POP3 email and a separate calendar application. Designed an Exchange solution to take advantage of the unified tool presented in Microsoft Outlook. Project affected as many as 530 users. The system included clustered servers, a Storage Area Network (SAN), web-based mail access from anywhere in the world, and the ability for managers to finally delegate and track tasks assigned to team-members.
- Upgraded Windows domain from NT4 to Windows 2000. Part of a two person team that accomplished several objectives: consolidation of servers and network services, introduction of current network technology (setting the stage for additional services like Exchange 2000), and elimination of aging hardware.
- Developed server solutions for remote offices. One very-low-cost solution included a server with a RAID for storage, authentication services, print services, DHCP, WINS, and a network backup solution.
- Managed hardware and software for SQL- and IIS-based applications including Great Plains, WinSearch, CMS Express Options, ADP HR Perspective, ADP eTIMESheet and ADP Payroll. Maintained current back-ups. Coordinated with vendors for technical support. Developed projects working with affected departments when significant software upgrades were necessary or when server hardware was to be introduced, replaced, or upgraded.
- Administered users, passwords, groups, e-mail accounts and resources in a heterogeneous Microsoft Windows and UNIX network structure.

Information Services Communications Coordinator

- Built and maintained intranet Web content. Wrote and updated technical documentation for end-users, including Information Systems policies, remote access instructions, proactive system maintenance instructions, and application instructions. Documented technical support procedures for the desktop support team.
- Disseminated IT project status and maintenance information to all corporate users. Coordinated, edited and distributed information for consumption by group, department, division, country or for the entire enterprise on behalf of Information Systems.

WAM!NET, Inc. (Continued)

IS Help Desk Supervisor

- Managed Team Members and Interns—as many as five individuals. Duties included training, supervision, discipline, performance reviews, inventory management, equipment specification and ordering.

Help Desk Team Lead

- Created stable desktop, laptop and server configurations deployed globally for more than 500 users. I determined the revision of the Windows operating system to implement, the included applications, and the drivers used in all company desktop and laptop systems.
- Mentored coworkers to maintain excellence and share experience.
- Maintained versions of software and drivers for compatibility and stability.

Help Desk

- Resolved hardware, software and networking issues for PC hardware.
- Configured Palm OS hand-held devices to synchronize corporate calendar and contact information.
- Delivered round-the-clock technical support and excellent customer service.
- Worked hard to help users feel empowered while using their technology.

1995–1997

C. H. Robinson Company

Eden Prairie, MN

Help Desk/Technical Support

- Supported end-users on the Microsoft Office 95 suite and Windows 95.
- Solved hardware, software, and networking problems.
- Configured and deployed workstations.
- Installed applications and verified network connectivity.
- Upgraded and repaired hardware to maintain maximum productivity.

EDUCATION

1996–1999 Minnesota School of Business Brooklyn Center, MN

- Associate of Applied Science Degree in Multimedia and Computer Graphics.
- Graduated with Honors. 3.84 GPA.

1989–1990 University of Florida Gainesville, FL

- Architecture studies.

1986–1989 Mankato State University Mankato, MN

- Computer Science, French, and Design studies.

1982–1986 Minnetonka Senior High School Minnetonka, MN

- College preparation, Advanced English and Advanced French

AWARDS

- Employee of the Month, WAM!NET Inc., 2003
- Student of the Month, Minnesota School of Business, 1999
- High Honors, Minnesota School of Business, 1997 & 1998
- Perfect Attendance, Minnesota School of Business, 1996 & 1997
- Alpha Mu Gamma foreign language honor society, Mankato State University, 1989