

Daniel R Meyer

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- Objective** Seeking position in network administration or support where over ten years of experience and learning will increase employer profitability. I have skills in small and medium size network design and provide first class customer support.
- Education** September 1979 – June 1983 Normandale College Bloomington, MN
General Education, emphasis on Electronic Technology
- December 1983 – April 1984 Control Data Institute Minneapolis MN
Certificate in Electronic/Computer Technology
- Completed a 9 month course in 5 months
- A+ Certified in 2000.
CCNA Intro exam 640-821 passed, studying for CCNA INCD 640-811 exam.
- Professional experience** 7/2004 – Present Accenture, Inc (under contract to Best Buy) Richfield MN
Network Engineer
- Responsibilities include Level 2 Troubleshooting of LAN and WAN issues, monitoring the entire corporate wireless infrastructure (over 3800 nodes) for problems, upgrading Cisco IOS code and adding new access points to the network. Working with vendors and clients to insure the timely resolution of network problems. Following up on problems with stores and other remote sites and corporate clients to insure problem resolution. Keeping clients informed about problem status Maintaining DNS and DHCP records. Assigning IP addresses and configuring ports for new server installations in the data center.
- 2/1999 – 7/2004 Best Buy Company, Inc Richfield MN
Technical Analyst
- Responsibilities included Troubleshooting communication problems between stores and data center. Recovering Windows 2000 servers and Windows NT workstations. Re-imaging POS (cash register) systems and store workstations. Suggesting and implementing measures to increase store network reliability. Maintained 100 percent system uptime during the peak holiday seasons, coming up with creative work-arounds when necessary and working over holiday weekends. Proficiency troubleshooting LAN problems with Sniffer Pro in a switched Cisco environment. Replacing and coordinating the return of defective hardware to/from vendors.
- 3/1993 – 2/1999 Target Stores Minneapolis MN
Network Control Technician
- Responsibilities included Troubleshooting communication problems between stores and data center. Isolating problems in a token ring network that used Optical Data Systems hubs and replacing defective line cards as required. Coordinating the return of defective equipment to vendors. Answering and documenting telephone calls from stores in a polite, knowledgeable and efficient manner. Documenting new networks and educating co-workers about the same. Monitoring for network outages and escalating to vendors or other appropriate parties to recover system outages. Teaching new hires how the various systems function and the architecture of the network.
- 12/1984 – 3/1993 Retail Data Systems of Minnesota Eden Prairie MN
Electronic Technician
- Responsibilities included isolating and repairing problems at the component level with circuit boards for cash registers. Maintaining parts inventory and locating alternate lower-cost parts suppliers. Maintenance, repair and troubleshooting of Norand portable computer terminal systems. Troubleshooting dial up communication problems between customer stores and data centers using serial data line monitoring equipment to troubleshoot the SDLC data link.
- Hobbies** Avid railroad historian and photographer. Active amateur radio operator since 1989. I maintain a home network running Windows 2000 servers running IIS 5.0 and Exchange 2000 and XP Pro workstations using a domain model. With this network I have been providing e-mail and web services to close family and non-profit organizations that I am involved with since 2001
- Volunteer experience** Chairman, 2004 National Railway Historical Society National Convention
Past President, Northstar Chapter, National Railway Historical Society