

Phillip Romans

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GOAL

To contribute to a Networking development team where my strong technical, team work, technical skills, and personal passion for computer technology will be of value.

EDUCATION and AWARDS

Masters, Applied Information Technology, 12/2003

Post Baccalaureate Certificate, Networking Technologies, 12/2003

Towson University, Towson, Maryland

Bachelor, Philosophy, 1996

Loyola College, Baltimore, Maryland

Eagle Scout

Boy Scouts of America

PROFESSIONAL PROFILE

- **Technical experience** in the following networking areas: 802.11b, 802.11g, 802.1x, DHCP, WINS, DNS configuration, TCP/IP, LAN/WAN, Access Control List (ACL), VPN, Firewall, VLAN, 10/100baseT, FTP, SMTP, routers, switches, bridges
- **Operating systems:** Windows 95/98/2000/XP/2003 server; Mac OS8.x-10.x; VMS
- **Desktop Security:** Firewalls, Virus Utilities, Anti-Spy-Ware Utilities
- **MS Office:** 98, Advanced 2000/XP, Mac Office X

Demonstrated competences in:

Technical Analysis	Customer Service
Troubleshooting & Problem Solving	Research, Writing, & Presentations
Computer Security	Logistics
Computer Networks	Information Assurance

CAREER HIGHLIGHTS

- Masters case study was a thorough analysis and design of a wireless network for a University library use
- Masters course work involved advanced TCP/IP networking
- Key leadership role in Help Center for all areas of support
- Key communication source and team member for Help Center with all levels of support in department
- Held progressively responsible tenure with this leading University throughout all phases of growth and change in the department.

CAREER HISTORY

Towson University, Towson Maryland		6/97- Present
Field Support Team Leader	2-04- Present	
Senior Help Desk Specialist	5/99 – 1-04	
Acting Help Desk Manager	3/99 – 4/99	
Help Desk Specialist	6/97 – 2/99	