Charles R M McCracken
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Education

1992   Novell Certified Network Engineer Program
        Self Study course work for Certification Exams

        IBM OS/2 2.0 LAN Server Certification
        IBM 3270 Communications Certification

1980-1985 Algoma University, Sault Ste. Marie, ON
        Economics & Computer Science

1979-1980 Lake Superior State College, Sault Ste. Marie, MI
        Electrical & Computer Engineering

Employment

1989-1993 Entre Computer Centre
        155 University Avenue
        Toronto, ON   M5H 3S7

        While with Entre, I have been employed in a number of different
            capacities though out the company. I was initially hired for
            the role of Service Administrator, to co-ordinate the client
            calls with the service technicians. This involved screening
            of calls in order to determine if a technician was required
            on-site, or whether the hardware should be sent in for
            repair. It also involved helping clients with software setup
            and problems. I was the moved to the systems
            department, to administer the in-house LAN. This involved
            planning and implementing the upgrade of the LAN to
            current release of OS, migration of data, and end-user
            support for all the supported software, as well as
            evaluating and recommending standards for in-house use. I
            was then moved to the Sales Team where I was responsible
            to design and implement Client LAN's and recommend

hardware and software to the Sales Team for their Clients.

1986-1989 LANSource Technologies Distributing
Queen Street East
Toronto, ON

While I was with this company, I was responsible to head up the telemarketing sales team to sell LAN hardware and software. This involved intensive cold-calling to prospective customers, as well as maintaining good relations with the existing clients. I was also responsible for the invoicing of orders, as well as shipping and receiving of product.

1985-1986 Dempster's Bread
2 Fraser Avenue
Toronto, ON

During my employment with Dempster's, I was an accounting clerk. This involved the design and implementation of Lotus spreadsheets to assist in the cost accounting procedures, as well as preparing period end presentations, and compiling production statistics. I was also responsible for the coding of sales payroll and general office duties.

Technical Background

Hardware	Software
IBM PS/2	WordPerfect 5.1 / WIN
Compaq	Lotus 2.2 / 3.1 / WIN
AST	MS Word for Windows
Hewlett-Packard EtherTwist	MS Excel
SMC Ethernet	MS Project
IBM Token Ring	MS PowerPoint
Novell SDLC	MS Mail
Techmar Tape Units	MS Schedule Plus
Hewlette Packard Printers and Scanners	MS Visual C
Castelle Fax gateways	MS Visual Basic
Operating Systems DOS 3.3 / 5.0 OS/2 2.0 MS Windows 3.0 / 3.1 / WFW / NT MAC System 7 NetWare 2.2 / 3.11 / 4.0 NetWare for MAC NetWare Communications Manager NetWare SAA 1.2	Corel Pagemaker Ventura Publisher Gupta SQL Novell SQL Novell MHS Novell NACS Novell NASI Micrographics Designer