

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**

IBM PS/2  
Compaq  
AST  
Hewlett-Packard EtherTwist  
SMC Ethernet  
IBM Token Ring  
Novell SDLC  
Techmar Tape Units  
Hewlette Packard Printers and Scanners  
Castelle Fax gateways

### **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

### **Software**

WordPerfect 5.1 / WIN  
Lotus 2.2 / 3.1 / WIN  
MS Word for Windows  
MS Excel  
MS Project  
MS PowerPoint  
MS Mail  
MS Schedule Plus  
MS Visual C  
MS Visual Basic

Corel  
Pagemaker  
Ventura Publisher  
Gupta SQL  
Novell SQL  
Novell MHS  
Novell NACS  
Novell NASI  
Micrographics Designer