



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 then 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

<u>Hardware</u> 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	<u>Software</u> 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
<u>Operating Systems</u> 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