



Caustin McLaughlin

Profile

In my life I have come to hold a great deal of knowledge in troubleshooting an array of operating systems and their associated hardware. Self taught with a very keen ability to learn and grow from job experience. Aptitude, patience and structure is given to every project I am involved with and is, in my opinion, the best of my many talents.

Experience

RESOLUTIONS REPAIR TECHNICIAN, CAVALIER TELEPHONE & TV, 1/2007- 8/2008

Provided telephone support for a wide range of products and services including xDSL, IPTV, Web/Domain/ Email Hosting, as well as digital and analog telephone service. I learned a great deal about existing telecommunications technologies as well as emerging ones such as digital television over DSL (IPTV).

ON-SITE COMPUTER & NETWORK TECHNICIAN, MCBAR BUILDERS, 2003-CURRENT

Provide on-site hardware & software troubleshooting/repair of computers & their associated office networks. Operating systems supported include Windows 2000, Windows XP, and Mac OS X

ON-SITE TECHNICIAN, RESNET, 2004-2005

HOUSING & RESIDENTIAL SERVICES, SAN FRANCISCO STATE UNIVERSITY

Maintained the security of the campus network by providing on-site support & malware removal of on campus residents computers. Supported Windows 98/ME/XP/2000/Vista, Mac OS 9/Mac OS X

IT DEPT. INTERN, ERNI COMPONENTS, 2002-2003

Performed an internship as part of my senior requirement in high school in the IT Department of ERNI Components. They have since outsourced the IT department and eventually shut down the entire Virginia operation.

ON-SITE TECHNICIAN, WEB DESIGNER, CHAPALATECH.COM

I currently provide on site residential and business IT support of PC or Mac computers and networks.. Also, I develop web sites for various clients, working tirelessly with them to make sure their needs are fully met.

Education

Appomattox Regional Governor's School for the Arts & Technology, 1999-2003

John Tyler Community College Dual Enrollment, 2001-2003

512 W. Washington St

Petersburg, Virginia

(804) 722-0200

Virginia Commonwealth University, 2003-2004

General Education

Richmond, Virginia

Guadalupe Victoria No 7 Int. B, Jocotepec, Jalisco, 45800 Mexico

T: 331 - 293 - 1462 E: caustino@chapalatech.com



San Francisco State University, 2004-2005
General Education
1600 Holloway Ave
San Francisco, California

New Horizons Computer Learning Centers, 10/2008
Interconnecting Cisco Network Devices
7501 Boulders View Drive, Suite 325
Richmond, VA 23225
(804) 320-4600

Skills

- Professionalism.
- Excellent communications skills
- Immense patience and consideration of people from different cultures and backgrounds
- Outstanding typing skills (70wpm)
- Ability to troubleshoot and quickly, but carefully resolve desktop, laptop and portable device issues:
- Windows 2000/2003 Server, Windows XP, Windows Vista
- Microsoft Office Suite 2000 & 2007 (Word, Outlook, Excel, Powerpoint)
- Remote Desktop & VNC Connections
- Local and Network Printers
- Mac OS 9, Mac OS X 10.x
- Diagnostic procedures and operational problems
- Protection from & removal of malicious software
- Disk and system management utilities
- Data recovery from PC, Mac and digital camera file systems
- Preventive maintenance
- Software diagnostic tools
- Thorough understanding of the OSI model, network topology and security:
- Network cables, connectors and devices
- Transmission control protocol/Internet protocol, TCP/IP addressing and subnetting
- WAN/LAN/Internet connectivity and network troubleshooting



- Database Management, including Active Directory
- Administration of Microsoft Windows 2000-2003 Server, Microsoft Exchange Server
- Mac OS X Server, Apache, and Quicktime Streaming Server

References

Monique Makle, Resolutions Center Supervisor,
Cavalier Telephone & TV,
804.622.1765, mmakle@cavtel.com

David Richardson, Paralegal,
Thompson McMullan P.C.,
H: 804.672.3686 W: 804.698.5925

John Foy, Systems Administrator
Independent IT Contractor
C: 703.498.8553

Jackie Humphries, Office Manager
804.541.1011, McBar Builders, Inc.

David Bartlett, Chair of Visual Arts,
Appomattox Regional Governor's School,
804.722.0200 x1101, dbartlett@args.k12.va.us