
DALE FONTENOT

COMPUTER / NETWORK TECHNICIAN

dale.fontenot@gmail.com

(409) - 527-2004

Skills

Languages

Front Page
Dream Weaver
HTTP
C++

OS / Protocols

Windows 7
Windows Vista
Windows Server
Windows XP
Windows 2000
Windows NT
Ubuntu 9.4
TCP/IP
Remote Access Services

Software Packages

Microsoft Office Suite
Adobe Suite
GIMP
Norton Antivirus
Lotus Notes
SAP GUI
Trend Micro
Air Defense
FiberLink
Documentum
Microstation

Training

Dell Training

Dell Trained Service Technician
DCSE Certified

US Marine Corps Training

Small Computer Specialist
Windows NT 4.0 / Server 4.0
Windows 2000
Hardware / Software Installation

Troubleshooting
Networking
HTTP
TC/IP

Experience

Jason's Deli

Helpdesk Technician

01-03/2010

Image and configure Dells, Lenovos, and Radiant/POS systems. Provide service/support for removing and installing both internal and external hardware and software including operating systems and programs. Support Deli POS systems both over the phone and using remote software. Manage accounts in Active Directory as well as several data base systems. Manage Blackberry and Android phone email configuration. Manage virus and malware detection and removal.

LanXess

Senior Computer Technician / Network Administrator

2006-2009

Manage \$5 million of data communications hardware and software Supply technical support for 500 corporate users on Dell, Lenovo and Intermec systems. Resolve technical issues through the use of questioning and deductive reasoning. Install, configure and maintain Microsoft Windows XP. Configure warehouse scanning and labeling machines using Intermec hardware and software. Setup and configure wireless networks and access points. Provide networking configuration and support in a Windows 2003 Advanced server environment. Research, test, order, and incorporate new software and hardware. Order, setup, network, and manage HP and Xerox printers and copiers. Design and develop training HTML documents.

Exxon Mobile
Level Two Technician

2005-2006

Manage \$3 million of data communications hardware and software. Provide technical support to over 300 users in a Windows networked environment. Provide service/support for removing and installing both hardware and software including operating systems and programs. Install, configure and maintain Microsoft Windows 98, NT and XP.

Service Zone
Dell Computer Phone Technician and Mentor

2003-2005

Provide technical support for corporate and home users on Dell desktops through detailed instructions over phone to resolve issues and troubleshoot computers. Resolve technical issues by use of questioning and deductive reasoning. Train technicians to provide technical support by identifying and resolving end user technical issues. Design and author detailed instructions for removing and installing hardware and software including operating systems and software.

United States Marine Corps
Information System Specialist

2000-2003

Manage \$3 million of data communications hardware and software. Provide technical support to 300 users. Install and repair hardware, software, and peripheral equipment while following design and installation specifications. Consult with staff, users, and management to determine requirements for new systems or modifications. Conduct computer diagnostics to determine nature of problems and to provide technical assistance. Analyze and test computer programs or system to identify errors and ensure conformance to standard. Train staff and users to use computer system and its programs. Develop training materials and procedures and conduct training programs. Design consolidated installation packages that were user friendly and time effective.