RESUME: **Business Admin/IT Support/Customer Support**

Alexander Guth
azg@azgtech.com / 718-972-4611

GOAL: Help develop and support business infrastructure utilizing my diversified background & experience. Improve quality of service.

HARDWARE: Laptops & Desktop pc, Sun Solaris, ethernet, lans, T1, laser scanners, spoolers, terminal servers, assorted micros, modems, terminals, faxes & interface-converters,.

SOFTWARE & COMMUNICATIONS: Windows 10/Vista/XP, Word, Excel, SCO-unix, SunOS 5.7, dos, PHP, HTML, WordPress web design, light css, foxpro, wordperfect, cobol, basic, c/unix, pl/1, fortran, algol, Procomm, term, carbon-copy +, rs232c.

EXPERIENCE:

May 2008—Present

AZG Musical Inc. ; Brooklyn, NY
Sales, IT & Luthier
Duties and functions included the following:
- Day to day operations, sales and customer support.
- E-commerce site: Build, implement & maintain.
- Blogs: Design, implement & maintain blogs using WordPress.
- Ads: Designed online and magazine ads.
- Design, installation and support of all hardware/software.
- Lutherie: Repair (and building) of stringed instruments.

May 1990—May 2008

J & R Electronics ; NYC
IT Specialist & Manager
Duties and functions included the following:
- UNIX support: help-desk (SCO level II/III & SunOS 5.7 level I) 500+ nodes.
- IT support: for unix users; hardware and software.
- Security: admin for login-id's and passwords.
- cron scripts: Design, implement and maintain.
- backup and recovery: Monitor and perform.
- POS System: Implement and maintain.
- Bar Code system: Implement all hardware and software.
- Communications: Responsible for pbx-voice and data systems.
- Installation & trouble-shooting of muxes, modems, assorted I/O.
- Continuous user interaction and training of staff.

EDUCATION: **Brooklyn College;** Brooklyn, NY
- B.S. in Computers and Information Sciences
- Summa Cum Laude, Alpha Sigma Lambda, Dean's Honor List
- Computer Index 4.00 of 4.00, Scholastic Index 3.87