

DAVID R. CLAUS

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EXPERIENCE

IT Consultant, Boys and Girls Clubs of Central Florida

(March 2009 – July 2009 – Currently on call)

- Managed upgrade of IT infrastructure including server virtualizations and remote backup
- Managed and assisted with helpdesk activities

Information Systems Manager/Associate, Glatting Jackson Kercher Anglin, Inc. (1996 - 2009)

- Helpdesk Manager - Managed and trained staff of three full time and one intern; Maintained workflow utilizing Track-IT and BridgeTrak Helpdesk ticketing applications; Improved client relationships by leading internal hardware and software training sessions for end users
- Network Manager - Setup, monitored and maintained network infrastructure; Maintained backup and SAN replication; Maintained Exchange 2003/2007 systems; Setup and maintained various web sites and services; Setup and maintained SharePoint 2007 Intranet
- Vendor Manager – Managed all Telcom, Internet, software licensing, and capital and non capital IT assets
- IT Business Analyst - Managed \$900k technology budget and purchases; Reduced IT expenditures by 40% in 2008

Database Support Specialist, American Automobile Association - National Office (1995 - 1996)

Created reports utilizing Microsoft Access and Crystal Reports that connected to extremely complex IBM Informix databases

President, Tidemark Company, Inc. (1993 - 1995)

Business Partner, Innovative Consulting & Design (1991 - 1993)

Assistant Manager, Radio Shack Computer Center (1990 - 1991)

MAJOR AREAS OF EXPERTISE

Operating Systems

Windows 2003 and 2008 Server; VMWare Server 2.0; Windows XP & Vista; Irix 6.2; MAC OS 8.5

Desktop Applications

Microsoft 2007 Excel, PowerPoint and Access; MS Project; Adobe Design Suite; Microsoft Visio; Norton Ghost

Server Related Software

MS SQL 2000/2005 Server Administrator/Installation; Exchange Server 2003 & 2007; Symantec Backup Exec 12; Lefthand Networks SANiQ 5.0; Microsoft Active Directory, SharePoint and Internet Information Server; ScriptLogic Windows Server Management; Symantec System Center 10.0; BridgeTrak & Numara Track-IT Helpdesk; BrightMail & Google Postini AntiSpam; Deltek Advantage 8.0 Accounting System

Networking/Hardware

HP/Lefthand Network SAN; HP ProLiant Servers; HP ProCurve Switches; Dell PowerEdge Servers; Cisco, Dell, 3Com, Netgear, SMC and D-Link Switches; Cisco 2500 Series Routers; NetScreen Firewalls; Fortinet Firewalls; InterTel/Mitel PBX; VoIP/MPLS network; Cross-platform workstation connectivity

EDUCATION

Bachelor of Science, Business Administration,
University of Central Florida, Orlando, Florida (1989)

Leadership Orlando – Class 71

Dale Carnegie Training

Corporate leadership and decision training

CERTIFICATIONS

- Microsoft Certified Systems Engineer
- Microsoft Certified Product Specialist
- CompTIA A+

OUTSIDE INTERESTS

Professional trombonist performing with many Central Florida groups; Mentoring at Ferncreek Elementary School; Volunteering at Dommerich Elementary School, Maitland Middle School and Winter Park High School