

# AMY PEARLMAN

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## COMPETENCIES

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- **Computers:** PC & Macintosh – Troubleshooting, Hardware & Software Configuration, Maintenance
- **Management:** User Relations & Development, Vendor Accounts, Project Coordination, Building Security Systems, Lotus Notes Administration
- **Telecommunications:** Infrastructure Management, Video Conferencing Support, Mediated Conference Room Development, Mobile Telecommunications Support
- **Planning:** Digital Asset Tracking, Remote Location Setups, Intranet Solutions, Automated Workflow Development, Vendor Relations & Outsourcing Management
- **Support:** Walk-Up & Phone for In-House & Remote Locations, Ticket Tracking, Training & Documentation, Loaner Equipment Maintenance, Data Archival
- **Customers:** Project Planning, Expectation Management, Strategic IT Development, Crisis Management, Creative & Improvisational Support When Appropriate

## SKILLS

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### Administration

Windows 9x,NT, 2000, XP

Macintosh OS 9, X

Lotus Notes & Domino Servers

Ghost, Norton Utilities

### Hardware

Mac/PC Desktops

Wired & Wireless Networking

Printers

Pocket PC/Palm

Cellular/Telecom/Pagers

RIM Blackberry

Video Conferencing Equipment

### Use & Support

Netware, Active Directory, ZenWorks

Unix/Linux, PocketPC, PalmOS

Lotus Smart Suite, Microsoft Office Suite

Corel Office Suite, BB Edit, Vi/Vim

Quark XPress, Adobe Application Suite

Macromedia Dreamweaver/Fireworks

PaintShop Pro, Sound Forge Studio, Vegas Video

Web Browsers, SSH/Telnet/FTP Clients

PC Anywhere, VNC, Virtual PC, VMWare

Monarch, Conversions Plus, Text Bridge, OmniPage Pro

Visio, MS Project, Fast Track, WebEx, Placeware

GWI c.Support, Lotus Sametime, ACT!

## EXPERIENCE

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- **Bryn Mawr College** (Bryn Mawr, PA)
  - *Desktop Technologist, Sciences (Consultant)* May 2004 – Present
    - Analysis, support, installation, and configuration of computer hardware and software for faculty, staff, labs, and classrooms in the sciences including Macintosh, Windows, printers, large and small format scanners, digital cameras, various data storage media, etc.
    - On-demand training of faculty/staff to unfamiliar hardware, software, and operating systems.
    - Assistance with the requirements and implementation of technology-oriented academic and research projects through the use of specialized software and hardware.
    - Needs assessment and implementation of hardware and software requirements.
    - Facilitation of communication between sciences faculty/staff and IS staff and administration.
    - Documentation of procedures and critical tasks.
    - Basic network troubleshooting, including wiring, TCP/IP, Novell, and AppleTalk.
    - Limited hardware repair and installation, when appropriate.
- **Cross Roads Soul Care, Inc.** (Oak Ridge, NJ)
  - *Independent Consultant, Web* December 2003 – Present
    - Design, development, publication, and hosting of Web site: <http://www.crossroadssoulcare.org>.
    - Design and preparation of advertisements using Adobe InDesign.
- **Fairview Village Church of the Nazarene** (Fairview Village, PA)
  - *Independent Consultant* December 2003 – May 2004
    - Server, network and workstation administration and troubleshooting.
    - Training and IT tactical assistance.
    - Completion of server upgrade/transition.

- **Commcor, Inc.** (Horsham, PA)
  - *Independent Consultant* November 2003 – May 2004
    - Investigation, assessment, selection, installation and training for hardware/software solutions.
    - Configuration of Lotus Notes E-Mail/Application server.
  - *Software Support Specialist* November 2000 – October 2003
    - Investigation and assessment of hardware/software solutions including office and graphics tools, digital asset management, proofing/markup tools, and workflow management.
    - Creation and update of standard images and configurations for Windows 9.x, NT, 2000, and XP.
    - Support of handheld computing devices (*i.e.*, Palm, PocketPC, RIM Blackberry).
    - Second-line support of Macintosh workstations running MacOS 9.x and MacOS X.
    - Development and implementation of new employee orientation plan.
    - Scheduled and on-demand training sessions for a variety of software packages.
    - Research, implementation, and maintenance of help desk & asset management system.
    - Planning and technical production assistance for client projects.
    - Collection, creation, and maintenance of all systems and services documentation.
    - Documentation, enforcement, and development of corporate security policies.
    - Lotus Notes design, development, deployment, maintenance, and administration.
    - Coordinated transition, purchase, and installation of an Alcatel OmniPCX phone system.
    - Coordination of two major cellular phone carrier changes.
    - All duties as listed under Help Desk Representative (below).
  - *Help Desk Representative* November 1999 – November 2000
    - Telephone, e-mail, and face-to-face support (approximately 150 users) of Windows-based desktops and portables including remote users (via phone and PCAnywhere).
    - Hardware and system configuration for Windows 98/NT/2000 notebooks and workstations.
    - Software and hardware assessment, purchase, installation, and configuration.
    - Troubleshooting of large-scale network printers and copiers.
    - Vendor management, specializing in telecommunications and technology vendors.
    - All cellular phone purchasing, troubleshooting, vendor coordination, and training.
- **Drew University, Department of Academic Technology** (Madison, NJ)
  - *Student Services Manager* May 1996 – May 1999
    - Determination and enforcement of Computer Center and Help Desk policies.
    - Documentation including quick reference materials, “how-to” documents, troubleshooting guides, FAQs, the Student Employee Handbook, and policies.
    - Student staff training and orientation.
    - Maintenance of Computer Center and Help Desk computers and peripherals.
    - Coordination of departmental hardware returns and repairs.
    - Custom printing and scanning services including large print jobs and preparation of camera-ready text and images for publication, slide scanning, and OCR.
    - Software purchasing research for help desk and problem tracking software.
    - HTML authoring for various university departments and organizations.
    - Graphics manipulation and scanning for Web pages, graphical databases, and multimedia projects.
    - All duties of the Technical Support Operator position (below).
  - *Technical Support Operator* November 1995 – May 1996
    - In-person, on-site, and phone-based first- and second-level technical support for approximately 2500 users using notebooks and desktops distributed to all faculty, staff, and students.
    - Built, updated, and restored notebook and desktop configurations.
    - Provided first-level support of network services, including minor account maintenance.
    - Lightly supported OpenVMS and Digital UNIX servers and accounts.
    - Maintained and deployed new lab hardware.
    - Performed routine system backups.

## EDUCATION

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- **In-House Training** (Horsham, PA)
  - “Introduction to Adobe InDesign 2.0” (Adobe curriculum)
- **Frameworks Computer Consulting and Training** (Trevose, PA) / **PTS Learning Systems** (King of Prussia, PA)
  - 11 courses in Lotus Notes 5.x and 6.x development and administration
- **Drew University** (Madison, NJ)
  - B.A., May 1999, Major: English Literature, Minors: History and Western Heritage