

# Christopher J. Pigno

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## CAREER OBJECTIVE

Network Administrator, Network Engineer, Exchange Engineer, or System Engineer

## HIGHLIGHTS of QUALIFICATIONS

- Ø Extensive experience delivering highly effective IT solutions in a wide range of challenging situations.
- Ø Proven ability managing and leading all aspects of network administration.
- Ø Strong track record leading and motivating teams of technical experts to deliver outstanding performance.
- Ø Expert in developing and implementing airtight security systems.
- Ø Outstanding abilities in troubleshooting and analysis; able to create elegant, highly effective solutions to technical problems.
- Ø Excellent communication skills; get along well with all types of people; respectful of diversity.
- Ø Highly motivated, results oriented, great attitude.

## TECHNICAL PROFILE

~ Ghost 7, 7.5, 8+	~ TCP/IP, FTP, Protocols	~ LAN, WAN and VPN setup
~ Fault tolerance	~ Hardware Firewall	~ Disaster recovery
~ Windows Server 2000/2003/2008	~ Network upgrades	~ IIS, SMTP, POP3
~ DOS, Win9x, 2000, XP, Vista, 7	~ ISA 2000	~ Exchange 2000/2003/2007
~ Network attached storage	~ Dell, HP, IBM servers/PC's	~ Antivirus solutions
~MS Office 2000-2007, Open Office	~ Group policy	~ DNS, WINS, DHCP
~Cisco ASA, Barracuda CFS & Spam Filters		

## CERTIFICATIONS

~ MCSE (Server 2000, 2003)	~ MCDST (Charter Member)
~ MCSA (Windows 2000 and Server 2003)	~ CompTIA Server+
~ MCSA (W/ messaging - Windows server 2000/2003)	~ CompTIA Security+
~ CompTIA A+	~ CompTIA Network+
~ Microsoft Small Business Specialist	~ MCP

## PROFESSIONAL EXPERIENCE

ComTek-NY Inc, Hauppauge, NY

2005-Present

### Owner, Sr. Consultant

- Own and manage business, which provides sale and support of computer hardware, software, computer networks and web design.
- Handle all aspects of business, including customer service, sales, purchasing, accounting, and employee hiring and training.
- Assemble and install a wide array of computer systems, workstations, and peripheral hardware.
- Perform hardware and software installations and provide high-level customer care, training, and technical support.
- Train junior network administrators.
- Install and configure workstations on IP/IPX Lan.
- Install and configure DHCP Clients / Servers for mixed OS networks.
- Install and configure MS Exchange servers and Veritas backup software.

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Stafford Associates Inc, Setauket, NY 2005-2006

**Sr. Network Consultant, Network Engineer**

- Provide desktop, laptop, server and network support for residential and corporate clients
- Maintain all in-house servers & computers as well as co-location servers and networks
- Maintain client relationships by utilizing proven written and verbal communication skills
- Ensure client satisfaction is achieved and service level agreements are met
- Design / develop cost effective backup / recovery methods
- Establish fault tolerance at client locations while working with a budget
- Responsible for server and desktop rollouts, MS Exchange migrations, active directory design / implementation and software / hardware upgrades on servers and workstations
- Clients include Nikon, SamAsh Music, Northfork Bank (Capital One), Stony Brook School, Knox School

New Horizons Computer Learning Center of Long Island, Commack, NY 2001-2005

**Network Administrator / IT Manager**

- Direct and manage all LAN administration and support.
- Successfully maintain WAN for 400 users in regional offices.
- Provide extensive troubleshooting, support and problem resolution for all client and server issues.
- Lead, manage and oversee 6 IT personnel, ensuring exemplary performance at all times.
- Successfully upgraded all NT4 servers to either 2000 Server or Windows Server 2003.
- Introduce comprehensive and highly effective security measures, utilizing firewalls, antivirus systems, and spam filters at the gateway level.
- Successfully identified and prevented 2 malicious attacks on company web server.
- Introduced Software Update Server (SUS), achieving substantial efficiency improvements and reductions in labor.
- Designed, implemented and administer an effective disaster recovery program.
- Configure backup jobs and fault tolerance on all servers.
- Design and configure server systems, including Dell PowerEdge 2800 with MS Server 2003 and MS Exchange 2003; successfully migrate users to new server.
- Administer and support active directory domain consisting of: 4 domain controllers, 3 exchange servers, 1 web server, 1 sus server, 1 terminal server, 1 File/Print Server, 2 SNAP servers, 2000/2003 member servers, Windows 2000 and XP client computers.
- Built two ghost servers from the ground up; implemented RAID 1 and configured SCSI drives.
- Frequently check event logs on all servers; identify any issues; take immediate corrective action.

PC Warehouse, East Northport, NY 2000-2001

**PC Technician**

- Perform extensive troubleshooting and repair on all makes of PCs.
- Service, upgrade and build personal computers.
- Provide outstanding customer service, resulting in improved customer satisfaction, repeat business, and referrals.

## EDUCATION

State University of New York at Farmingdale  
**Bachelors Degree, Business Administration** 2009

Suffolk County Community College, Brentwood Campus, Brentwood, NY  
**Associates Degree in Liberal Arts and Sciences** 2003

New Horizons Computer Learning Center 2001  
Advanced computer training