Neil Edward Hale

Bethalto, IL.

Neil.Hale.75@gmail.com (618) 917-6914

More than ten professional years experience gained in the private sector as well as three academic years with an emphasis on network administration/engineering. Adaptable and motivated with a strong foundation in troubleshooting IT related issues and inquiries. Posses a proven track record for meeting and exceeding expectations with strong background in network hardware and software maintenance and monitoring, as well as configuring and supporting LAN, WAN, Internet systems and segments of network systems.

- **CompTia A+ and Network+ Certified**
- Router configuration
- Cabling & Structures
- Networking Protocols & Standards
- Networking Security
- Subnet Masking
- LAN/WAN Technology

.

Education

CALC Institute of Technology — Student — 2013-2014
Alton, IL

- Windows 7 Migration as Student Internship Project.
- Will Earn a multitude of Certificates
- On Site internship repairing student/staff's computers.

ITT Technical Institute — Student — 2010-2012
Earth City, MO.

- Skilled in procedures involving the installation, configuration, maintenance, troubleshooting and routine administrative tasks of popular desktop operating system(s).
- Experience with wiring a computer network, including media and protocol specifications, connection topologies, installation, testing and troubleshooting.

Professional

Independent Contractor — Computer Support Technician — 2000 – present
Bethalto, IL.

- Windows 7 Migration at CALC Institute of Technology
- Consistent residential wireless networking and troubleshooting maintenance.
- Provided diagnostic evaluations and analysis of hardware/software at the desktop level.
- Installed multiple different Windows-based platforms (95, 98, NT 4.0, XP, Vista, 2008, 7).

Schnucks Markets — Inventory Specialist — 1999 – 2011
Godfrey, IL...

- Scanned and regulated overstock of merchandise in a high-traffic complex environment.
- Created and implemented design of product displays and appropriate placement.
- Collected data and analyzed trends in sales for appropriate orders and restocking.

H & R Block — Tax Preparation Specialist — 2008 – 2010
Wood River, IL.

- Consulted clientele on appropriate tax inquiries and appropriate measures.
- Prepared and filed tax return forms in a time-sensitive environment to governmental standards.