

## DENNIS D. TOWNDROW

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### OBJECTIVE

My education and skills of late would best fit a computer support technician, customer account manager or team lead position. *At the same time, I'm also a highly motivated career changer seeking to leverage twenty-plus years of top-ranked performance into other professions.*

### RELEVANT EXPERIENCE

#### ***Support Analyst – Contractor to Sun Microsystems - One-year contract***

Assisted in support of Oracle 11i implementation. Performed user setups, troubleshooting and resolving access issues, and updating of service desk tickets.

#### ***Self-employed Business Owner - Eight-year term***

Created and maintained several websites. Supported various PC, MAC, audio, and video clients. Performed other freelance technical work including: maintaining several databases, performing complex file management duties, training users, and editor duties for two specialty publications.

#### ***Lead Support Technician - Contractor to AT&T - Three-month contract***

Served as “team lead” over three other contractors. Managed support delivery for 180 Sun workstations (installing software applications, and performing hardware installs/upgrades). Provided technical support and training to other UNIX (Solaris) system administrators.

#### ***Personal Technical Account Support Engineer - Sun Microsystems - Four-year term***

Delivered technical account management to key customers in the central United States while acting as “team lead” and project manager for several major projects including an e-Business solution that resulted in increased efficiency, productivity and customer satisfaction.

#### ***Systems Administrator - Lockheed Martin (IS) - Five-month term***

Provided technical support to CAD, UNIX, PC (NT/Win95) and Mac users (i.e., fulfilling help desk duties, installing and supporting several software applications, and performing hardware installs/upgrades).

#### ***UNIX Systems Administrator – Contractor to US West - Two-year contract***

Delivered support to IWS (Intelligent Workstation Station) application, which included troubleshooting printer problems, fixing X-Window client setup problems and administering OS on approximately 90 UNIX servers.

#### ***Systems Engineer - EG&G / Rockwell International - Fourteen-year term***

Designed various mechanical parts and assemblies. Implemented several CAD systems for production and facilities areas. Developed a Product Data Management System for controlling and tracking engineering drawings and documents. Served as “team lead” over other CAD support engineers. Responsible for providing technical support to 4,000 plus PC and Mac users.

### TECHNICAL SKILLS / CERTIFICATIONS

- OS/NETWORKS: UNIX, Mac OS, Windows, TCP/IP
- HARDWARE: Mac, PC and UNIX
- APPLICATIONS: Web browsers, Word, Excel, PowerPoint, Quark, Oracle, CAD
- Sun certified Solaris 2.6 system administrator

### EDUCATION

M.S., Computer Information Science, Regis University, Denver, Colorado - 1994  
B.S., Computer Information Systems, Regis University, Denver, Colorado - 1991

### SPECIAL ATTRIBUTES AND AWARDS

Sun Employee of the Month Award, and Sun “STARS” Award