

Steven J. Douillette

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EDUCATION:

Suffolk University, Boston, MA

Major: Information Systems & Operations Management / BSBA Candidate, May 2008

EXPERIENCE:

5/2006-8/2006

Fidelity Investments Systems Company – Development, Smithfield, RI

Technical/Project Management Intern

- Assisted in implementing an Enterprise-wide Virtual Directory Service
- Utilized Mercury ITG, Microsoft Project and Unix shell scripting to facilitate implementations
- Participated in systems analysis for implementations
- Worked with cross-functional teams in problem resolution
- Implemented application products in a multi-platform environment
- Ensured project documentation is prepared and presented according to Fidelity methodology
- Coordinated and documented testing plans and specifications

10/2001-Present

J.K. Olivieri Insurance Agency, Middleboro, MA

Technical Specialist and Operations Assistant

- Administer network of 20 workstations in two offices – W2K server environment
- Perform network, workstation and software updates
- Consult all technology changes within the corporation
- Write technical procedures documentation
- Troubleshoot technical problems, occasionally work with vendors to resolve issues

1/2001-Present

Steve Douillette, Cambridge, MA

Independent Technology Consultant

- Troubleshoot and repair computers at customer sites
- Meet with clients to plan, order and implement technology solutions
- Represent Dell, HP, CompUSA, Staples, Micro Center, McKesson Pharmaceutical, Siemens, Fujitsu and other companies as on-site technician
- Provide on-site and emergency support for 10-15 exclusive clients
- Configure and support servers, work with ISP vendors for WAN connectivity

9/2005-4/2006

Harvard Medical School – Judge Baker Children’s Center, Boston, MA

Help Desk Technician

- Supported a network of 175+ Dell computers in a Windows Server 2003/WinXP/Office 2003 environment and Cisco IP phones
- Performed regular and scheduled desktop computer maintenance
- Ordered required software and hardware for various departments
- Troubleshooted problems at employees’ desks
- Maintained database of all technology assets on-site

Spring Semester 2005

State Representative Stephen R. Canessa, Boston, MA

Technical Intern

SKILLS:

- CompTIA A+ Certified
- Microsoft Certified Professional (MCP), Potential Microsoft Certified Systems Engineer (MCSE) Candidate
- Cisco CCNA Certification Candidate
- Proficient in Microsoft Office 2000-2007; Microsoft Windows 2000, XP, Server 2003, Vista
- Advanced networking configurations and HTML proficiency
- Dell Foundations hardware certified; Troubleshooting and repair experience for all other brands
- Certified in Customer Service by the National Retail Federation
- Excellent time management skills
- Ability to prioritize requests

HONORS/AWARDS:

- Eagle Scout Rank, Boy Scouts of America
- 1st Place, Business Services Marketing, Massachusetts DECA
- Rotary International Youth Leadership Award