

[***EDITORS' NOTE: Move cursor over highlighted areas to see comments on resume.]

Prudence Smith

Mailing address:

Work phone:

Mobile phone:

e-mail:

QUALIFICATIONS SUMMARY

Seasoned IT Manager with extensive hands-on technical and financial experience, including project management, troubleshooting, installing, upgrading, IT security, 24-hour disaster-recovery, and budgeting.

- Operating Systems: NT4; Windows 95, ME, 2000 Professional, XP; DOS.
- Software Packages: Microsoft Office, Internet Explorer, and Technet; Computer Associates ARCserveIT (backup), InoculateIT (antivirus), and etrust Intrusion Detection System; FTGate Mail Server; Pegasus e-mail; Outlook Express 6; Allaire HomeSite; LeapFTP; Symantec pcAnywhere; Adobe PageMaker, Distiller, and Acrobat; Harvard Graphics; PaintShopPro; MapEdit; Idealist database; NetScreen Firewall; HP JetDirect printer server and NetServer; RAID 5; Sage Payroll, and Line50.
- Additional IT skills: TCP/IP, NetBIOS; HTML; CSS; Telnet; network installation, maintenance, repair, and troubleshooting.

PROFESSIONAL EXPERIENCE

RDS, London

June 1992 - present

IT Manager (1999 - present)

Oversee all aspects of IT Management for RDS and two satellite operations. Implement and configure all network upgrades; maintain company Web site; manage company intranet and CD-ROM photographic library. Implement and administrate press-cutting database. Design and produce company newsletter.

- Manage IT budget (about £15,000 per annum). Expert analysis and careful planning ensures that company receives top-quality equipment for hardware/software improvements and upgrades while remaining within budget. Negotiate contractor prices for outsourced work to maintain competitive edge with minimal expenditures.
- Planned and managed implementation of network installation including Cat5 cabling and new telephone system.
- Coordinate mobile user networks to ensure that remote reps maintain constant connectivity.
- Provide 24-hour disaster recovery in the event of network downtime and/or building destruction. Create and regularly refine backup protocols to ensure data and network integrity.
- Integrate and configure NetScreen-5 firewall to protect all sensitive company information and maintain system integrity on an "always on" DSL connection.
- Oversee and implement all hardware and software troubleshooting for company's primary location and satellite operations to maintain constant network uptime and data access.
- Research and implement new technology tools, including a VPN through the Netscreen firewall and the integration of a proxy server.
- Manage junior associates effectively; provide training and support when necessary to keep operations running smoothly.

Internet Engineer (1994- present)

- Designed RDS CD-ROM photographic library to provide easy access to company images.
- Update and maintain the RDS Web site (www.rds-online.org.uk), including scanning, creating, and adjusting illustrations, graphs, and photographs. Uncluttered UI ensures rapid transfer of company message to media, corporations, and concerned individuals.
- Design and maintain European Biomedical Research Association Web site (www.ebra.org). EBRA is RDS's European sister organization.
- Design and maintain RDS intranet to ensure constant availability of company resources to local and satellite locations.

Database Administrator (1992- January 2002)

- Designed and maintained RDS media database to coordinate and collate all references to biomedical research featured in UK media. Exported and electronically distributed the database monthly to selected RDS members (approximately 10,000 entries per annum) to facilitate promotion of company message and garner worldwide support for the organization and its mission.
- Oversaw data integration to maintain database standards.
- Trained junior associates.

Production Controller (1995 - 1998)

- Oversaw production of a 12-page, two-colour quarterly publication (circulation: 2,000) to inform MEPs, member companies, and individual members of European issues regarding biomedical research and the European Parliament.