

# Samuel V. Dodge

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## QUALIFICATIONS

Detail-oriented, eager learner, passionate about technology and the internet. Eager to test technology, push it to the limits, investigate the possibilities and apply the education and experience to both personal and corporate projects. Allows inspiration to come from any aspect of life, enjoys collaborating with others, and always desires to work hard and see each project or issue to its resolution.

## EXPERIENCE

### **IT Support Specialist, August 2004 to October 2007**

Mortgage Data Management Corporation, Sussex, WI

- In-person and phone technical user support, hardware technician, software tester (including in-house custom software, consumer solutions, and enterprise solutions)
- Managed user computers for both in-house and remote employees. This involved:
  - Responsible for a fleet of mobile computing equipment that supported 20-200 users and managers across the nation
  - Maintaining hardware and software, managing Norton Ghost images and automatic software installation procedures
- Researching and testing hardware and software solutions to a variety of unique technological situations
- Remote access administration, server administration, computer network setup and troubleshooting (including AD, DNS, DHCP, user creation and security)
- Created and documented standardized processes for users and IT staff
- Data and media security (both physical media and digital)
- Equipment purchase, research and recommending, equipment shipping and receiving

### **IT Intern, June 2002 to September 2002**

Pewaukee School District

- Software tester, hardware installation and repair technician, produced training manuals, trained employees

## EDUCATION

### **University of Wisconsin-Milwaukee, Milwaukee, WI**

Film Department

- Two years of study in Film/Video production

### **Pewaukee High School, Pewaukee, WI**

Class of 2003

- College preparatory
- Co-op internship in video production