

Michael J. Young

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Objective	To obtain a career in the Information Technologies field that will allow me to further develop my overall technical skills while proving myself as a valuable resource to the company.	
Education	Iowa State University of Science and Technology <i>Bachelor of Liberal Arts and Sciences, Minor in English</i>	<u>Estimated Graduation:</u> Fall 2006
	<u>Relevant Coursework</u>	
	<ul style="list-style-type: none">• Management Information Systems• Computer Applications (Office 2003)• Web Design	<ul style="list-style-type: none">• Business Communication• Professional Communication• Rhetorical Analysis
Career Experience	College of Human Sciences – Iowa State University – Ames, IA	Fall 2006
	<i>IT Technical Support</i>	
	<ul style="list-style-type: none">• Restored staff images using Symantec Ghost• Provided technical support to the College of Human Sciences faculty and staff	
	Fakespace Systems – Marshalltown, IA	Summer 2006
	<i>Systems and Applications Intern</i>	
	<ul style="list-style-type: none">• Proposed, implemented, and managed a Microsoft SharePoint Services test server• Assisted in the installation of a multi-room projection system for the Sandia military base• Configured client computers to utilize stereoscopic graphics and images	
	Information Technology Services – Iowa State University – Ames, IA	Fall 2003 – Spring 2006
	<i>IT Support</i>	
	<ul style="list-style-type: none">• Created and deployed software images for computer classrooms using Symantec Ghost Console• Supported onsite staff as well as contract clients around the Iowa State campus• Managed users and computers through the use of Microsoft Active Directory• Utilized Group Policy Management to rename computers and add them to the Iowa State domain• Diagnosed and troubleshoot computer software and hardware problems and provided solutions	
	Iowa State University Foundation – Ames, IA	Fall 2002 - Fall 2003
	<i>IT Support and Networking Assistant</i>	
	<ul style="list-style-type: none">• Supported over 80 onsite employees and several offsite associates• Created staff computer images using Power Quest Drive Image• Managed users and computers through the use of Microsoft Active Directory• Deployed software and updates through the use of Group Policy Management	
	Digimedia Studios – Marshalltown, IA	Summer 2002
	<i>Graphic/Flash Designer</i>	
	<ul style="list-style-type: none">• Developed flash animations for business card CD's for various clients• Created graphic images using Adobe Photoshop for several client projects	
Software Proficiency	<u>Operating Systems</u>	
	<ul style="list-style-type: none">• Microsoft Server 2003, Windows XP Professional, Windows 2000 Professional, Windows 98 SE, Macintosh OS 9 and 10 (limited), Red Hat Linux (limited)	
	<u>Software</u>	
	<ul style="list-style-type: none">• Microsoft Exchange Server, Active Directory, Group Policy Management, SharePoint Services, Adobe Creative Suite 2, Symantec Ghost Corporate Edition, Power Quest Drive Image, FrontPage 2003, Dreamweaver MX 2004, Office 2003, Novell Netware (Client, iFolder, and iPrint)	

References Available Upon Request