

DAWN M. MCCARROLL



Education:

Bachelors of Information Technology (BSIT), University of Phoenix Online, 2003

Professional Experience:

Sept 2007 - Present

Owner and Operator, American Discount Web Hosting

Please see: www.adwh.com - Web hosting provider - Site designer

Mar 2006 - Sep 2007

Position of Public Trust as Site Implementation Lead

TSS - AFSS Program

LOCKHEED MARTIN, FORT WORTH, TX

Ensured all systems and people received necessary resources to deploy successfully the new Lockheed Martin/FAA Flight Services Program (FS21) at the Fort Worth Location. Communicated with vendors to ensure timely implementation of corrective action and eliminate delays in site going live.

Nov 2002 - Mar 2006

Process Control Administrator

Dedicated Support, T-50 Korean Fighter Trainer Program

LOCKHEED MARTIN AERONAUTICS PLANT, FORT WORTH, TX

Authored, and updated *Standard Operating Instructions and Policies* for installation and upgrade of enterprise printers and desktop computing systems, as well as similar manual for remediation of viruses and other malware.

Set up and maintained 300-seat Windows 2003 Domain with Windows Terminal Services access for overseas clients and to share distributed software.

July 1997 - Nov 2002

Problem Resolution and Dedicated Support, Y2K Coordinator

Project Management Team, Enterprise Servers Group

COMPUTER SCIENCES CORPORATION, ATLANTA, GA

Developed Y2K transition and contingency plans.

Worked with application and database designers on Y2K testing requirements, and also coordinated and tested production servers for Y2K compliance.

Conducted performance measurement and reporting for UNIX and NT production servers.

Aug 1996 - July 1997

Local Area Network Administrator

TAMROCK USA, ATLANTA, GA

Provided office-environment, end-user support of desktop and laptop hardware, software, and peripherals, using Novell NetWare 4.1 with NS Router to an AS/400 production machine.

Conducted classes on MS products for new users.

IT asset configuration, maintenance and management.

Mar 1995 - Aug 1996

PC\LAN Technical Support

Help Desk DBMS Designer for 1996 Olympic Games Ticketing Project

IBM, ATLANTA, GA

Set up and managed network-shared DBMS to facilitate help desk operations and problem tracking for the Olympic Games.

Provided customer support for desktop and laptop hardware and software in a WAN environment.

Assistant systems administrator in supporting server hardware for ticketing program.

Trained and supervised personnel to run production line.

Operational Skills:

Organizational structure and management
Critical thinking and problem solving
Product Branding and Marketing
Budget management and team building
Documentation and Policy creation

Technical Skills:

Web Hosting and Design Technologies
SQL DBMS Management
PHP, JavaScript and Visual Basic
Network Architectures
Client support

Awards:

2006 Spot Award
2005 and 2006 President Volunteerism Award
2005 and 2006 Significant Achievement Awards

