

Donald L Hawes

3114 Little Bear Dr.
Kingwood, Texas 77339
Phone: 281-217-1104
Email: kingwoodpc@gmail.com

Experience

Setup and configuration of apache web server. Experienced with setting up php scripting, virtual hosting and use of server side includes.

Setup and configuration of IIS web server. Enabling php scripting, utilization of server side includes.

Web site development and design including custom graphics created with Photoshop. Solid DreamWeaver skills.

Search engine optimization including keyword research, domain name selection and registration, site design and implementation. Note that my own site is ranked #1 in google for 'Kingwood Computer Repair' out of 117,000 current entries.

Familiar with use of many networking/troubleshooting utilities such as: ssh, sftp, vnc, nmap, ping, trace route, ipconfig.

Highly skilled at virus/spyware removal. Comfortable with use of regedit when required, familiar with many virus identification and analysis tools (Hijack This, Spyware Doctor, Windows Defender, AVG).

Extensive experience setting up wireless networks. Familiar with best security practices such as: use of non-broadcasting SSID, preference for WPA over WEP.

Comfortable with phone support for internet connectivity issues, router configuration, software installation and support.

Able to provide training for any of: Word, PowerPoint, Excel. Setup of database systems including Access and MySQL.

Hardware troubleshooting, installation and upgrades. Wide experience including: hard drives (internal and external), cd/dvd, pci cards, network cards, video cards, memory, motherboard.

Worked to develop software to provide a comprehensive backup solution for home and office use. Simple installation (one executable, one .ini file). Easily scheduled to run automatically. Excellent reporting and logging capabilities. Several current commercial installations.

Familiar with many sysadmin tools such as chkdsk, disk defrag, hard drive recovery (restorer 2000), scan now/fsc, recovery console, remote desktop, cygwin sftp server.

Employment History

Kingwood PC, Kingwood, TX Nov 2003 to Present

Owner / Operator

- Utilized personal resources to research, create and target market home and small business computer and IT business needs within local communities.
- Performed all accounting, marketing and administrative functions.
- Maintained 100% satisfaction for all new and existing clients as of 3-17-07 from reports from the BBB and local client surveys.

Gulf Coast Water Authority, Texas City, TX Sept 2002 to July 2003

Administrative Assistant/IT and Records Management

- Created and maintained records management system, IT implementation.
- Assisted General Manager in all administrative operations including: Board meetings, contract & technical correspondence, conducted research.
- Supported employees with computer hardware and software issues

Pappas Restaurants (Pappadeaux #13) Seabrook, TX Aug 2001 to Sept 2002

Waiter/Trainer

- Instructed new wait staff in restaurant procedures and guest relations.
- Rewarded consistently for outstanding guest service and kitchen support.
- Assisted trainers and operations support.

University of Houston, Houston, TX Apr 2000 to Dec 2000

Help Desk & IT Trainer

- Instructed Students, faculty and staff on PC applications and programs.
- Supported users in help desk environment.
- Created new class curriculum, assisted trainers, problem solve.

ATP Personnel (Compaq Computer) Houston, TX May 98 to Sep 99

Retail Returns

- Located discrepant computer returns.
- Created debit/credit entries resolving return issues.
- Serviced Customers.

Gulf Coast Window Covering, Houston, TX Aug 98 to Apr 99

Customer Service/Sales Representative

- Performed sales, service & troubleshooting of window treatments.
- Maintained multi-line communication system.
- Serviced customers in high volume environment.

Bank of America, Portland, OR Aug 96 to Apr 98

Senior Section Coordinator

- Managed up to 75 employees during peak production.
- Performed daily audits, purchasing and reconciliation of all departments.
- Implemented and maintained systems improving operations.
- Promoted to Senior Section Coordinator, March 1997.

Bank United, Kingwood, TX Aug 95 to Aug 96

Bank Teller

- Transacted high volumes of commercial and consumer deposits/withdraws.
- Accounted daily balance of cash drawers, negotiable instruments and other accountability items.
- Performed audits & maintain customer relations.

Education

Kingwood High School, Kingwood, Tx, Graduate 1985

North Harris County College, Harris County TX, 1987 - 2001

University of Houston, Houston, Tx, Senior MIS GPA 2.70

References

Available Upon Request

Last Updated: March 16, 2007

[Contact](#)