

Ben Northway

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Education

BS in Management Information Systems, May 2009, Iowa State University
Ames, IA
GPA: 3.69/4.0

Coursework in Liberal Studies, June 2006 – August 2007, Des Moines Area Community College
West Des Moines, IA
GPA: 3.40/4.0

Experience

Systems Administrator, LaMarca & Landry, P.C., Des Moines, IA, April 2005 – present.

- Manage network of four servers and 35 workstations and remote users
- Analyze problems, identify areas of improvement, design and implement solutions
- Plan and conduct group training sessions on new systems and procedures
- Direct annual IT budget of \$100,000
- Advise shareholders on confidential accounting and employment matters
- Conduct new employee orientation

Independent IT Consultant, Des Moines, IA, 2003 – present.

- Advise businesses, non-profit organizations, and individuals on IT issues
- Perform system installations, repairs, and upgrades
- Explain problems and solutions in plain terms to non-technical clients

Helpdesk Technician, A&P Technologies, Cincinnati, OH, August 2004 – April 2005.

- Supported approximately 75 end-users in two locations
- Investigated IT opportunities and problems in-depth
- Communicated escalated issues between end-users and the Database Administrator

Clerk, LaMarca & Landry, P.C., Des Moines, IA, September 2003 – August 2004.

- Demonstrated talent and self-motivation to solve IT problems
- Became familiar with copy machines, often tasked with large, complex print and copy projects
- Performed data entry and ran errands

Field Technician, Summit Technologies, Des Moines, IA, Summer 2003.

- Installed voice and data cable infrastructure
- Tested, certified and repaired cables and connections

Information Systems Skills

Windows Server

Telephony/PBX

Linux

SQL Server

Java

SQL Server Reports

Microsoft Exchange

HTML/PHP

Automation/scripting

Honors and Activities

President's List, Des Moines Area Community College

Dean's List, Iowa State University

Small Business Server User Group, Des Moines, IA

M.I.S. Club, Iowa State University