

Dennis Bray
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SUMMARY OF QUALIFICATIONS

Experience with MIS encompassing the following skills and abilities:

- Master Certified Novell Engineer / Master Certified Novell Instructor / Certified Directory Engineer
 - Certified Novell Engineer 4 & 5 / Certified Novell Instructor / GroupWise 5 Certified Novell Administrator
 - Microsoft Certified Systems Engineer / Microsoft Certified Trainer / Certified Novell Salesperson
 - Management Information Systems Operation / Employee Supervision & Training / Public Speaking
 - Point of Sale Computer System Administration / Computer Training & Support
 - On-site, On-line & Voice Technical Support / System Configuration / Customer Service / Sales Projecting
 - Multimedia Productions / Ad Hoc Report Preparation / Service Selling
 - Distribution Center Management / Purchasing Negotiation / Company-wide Inventory Control
 - Dry Goods Delivery / Budget Preparation & Processing / Vendor Relations / Banking Concerns
- Familiar with the following software and operating systems: NetWare 3x, 4x, 5x, Windows 3x, 9x & NT 4.0, Solaris 2.x, DOS, Macintosh, as well as Internet operations utilizing Netscape Navigator, Internet Explorer, FTP, Telnet, Novell and Netscape Web Servers

RELATED PROFESSIONAL EXPERIENCE

5/97 ~ INFOTEC COMMERCIAL SYSTEMS; Sacramento, California

Technical Instructor (05/97 ~ Present)

Teach Novell and Microsoft Authorized courses as well as provide network and general support for all systems on-site. Selected by Novell to provide pre and post release reseller partner training on NetWare 5. Participated in the Certified Directory Engineer rollout bootcamps. Selected by Novell Education to work in the "Learning Zone" at BrainShare 2000. Frequent contributor to local Novell "Power Lunch" presentations and local NetWare user groups.

Novell Courses Authorizations:

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| 200- Networking Technologies | 216- Fundamentals of Internetworking |
| 350- GroupWise 5 Administration | 520- NetWare 4.x Administration |
| 525- NetWare 4.x Advanced Administration | 529- NetWare 4.11 to NetWare5 Update |
| 532- NetWare 4.x Design & Implementation | 540- Building Intranets with IntranetWare |
| 555- Integrating NetWare and Windows NT | 560- NetWare 5.1 Administration |
| 565- Networking Technologies | 570- NetWare 5.1 Advanced Administration |
| 575- NDS Design & Implementation | 580- NetWare 5.1 Service & Support |
| 605- NetWare TCP/IP | 606- TCP/IP for Networking Professionals |
| 730- Network Management with ManageWise 2.7 | 770- Internet Security with BorderManager 3.5 Ent. Ed. |
| 780- Workstation Management with ZENworks | 801- Service & Support |
| 804- IntranetWare Installation & Configuration | 910- NDS for NT Professional |
| 956- Managing Netscape Enterprise Server for NetWare | 991- Advanced NDS Tools & Diagnostics |
| 995- Directory Technologies | |

Microsoft Course Authorizations:

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|---|---|
| 685- Installing and Configuring Windows NT Server 4.0 | 688- Internetworking with TCP/IP on Windows NT 4.0 |
| 689- Supporting NT Server 4.0- Enterprise Technologies | 691- Windows NT Server 4.0: Analysis and Optimization |
| 692- Windows NT Server 4.0: Network Analysis and Optimization | 693- Troubleshooting NT Server 4.0 in the Enterprise |
| 770- Installing and Configuring Windows NT Workstation 4.0 | 798- Supporting Windows 95 |
| 803- Administering Windows NT 4.0 | 836- Secure Web Access Using Microsoft Proxy Server 2.0 |
| 865- Implementing Windows NT Server 4.0 Directory Services | 922- Supporting Windows NT 4.0 Core Technologies |
| 955- Supporting Windows 98 | 1533- Migrating from Novell NetWare to Windows NT 4.0 |

11/87 ~ 7/96 McCLOUD'S PET EMPORIUM; Northern California & South Bay Area

MIS Manager/ Merchandise Supervisor (06/91 ~ 07/96)

Maintained UNIX computer system at Distribution Center and eleven retail store sites throughout Northern California. Developed and/or modified company wide computer operation procedures. Evaluated, installed and ensured functionality of all software and hardware modifications or upgrades. Installed and implemented security measures to ensure data integrity. Worked as liaison with hardware/software vendors. Assured compliance with POS/Inventory Control systems at store level. Provided training to all system users. Maintained Point of Sale item file, pricing and UPC coding. Prepared various reports for accounting, owner and store level management personnel. Primary buyer for chain, working closely with the controller to ensure stock availability and cash flow continuity. Inventory planning based on sales, projected sales, turn/earn analysis to determine appropriate inventory levels and optimum product mix. Coordinated shipping/receiving activity for Distribution Center. Directed Distribution Center staff, including warehouse, drivers and office. Supervised physical inventories and periodic audits at all locations. Oversaw and implemented uniform merchandise handling practices.

Store Manager (03/89~06/91) Assistant Manger / Department Manager (11/87~03/89)

Charged with overall operation of retail store. Duties included: Recruiting, Hiring, Training and Reviewing store employees, Scheduling, Purchasing of livestock & dry goods, Banking & bookkeeping, Troubleshooting store equipment, Merchandising, Sales. Developed and Implemented systems for monitoring "Fish Room" maintenance and loss control that were adopted chain-wide.

Davis High Marching Band & Colorguard; Modesto, Ca. (1983-1989, 1993-1994)

Downey High Marching Band & Colorguard; Modesto, Ca. (1989-1990)

Merced High Marching 100; Merced, Ca. (1996-1998)

Instructor/Staff Coordinator/Music Arranger/Drill Designer

Instructing students in both marching and music fundamentals. Designing "half-time" shows. Adapting music for the marching band. Scheduling of rehearsals, meetings and trips.

COMMUNITY ORGANIZATIONS

Sacramento NetWare Users Group- President 2001

Central Valley NetWare Users Group- Member 1996-2001

EDUCATION AND TRAINING

Infotec Commercial Systems; Northern California

Continuing Novell training in pursuit of Certified Internet Professional certification

Continuing Microsoft training in pursuit of MCSE+ Internet certification

PACIFIC DATAWARE; Portland Oregon

Certified NetWare Engineer training

MODESTO JUNIOR COLLEGE; Modesto, California

Course work completed in computer science, business administration, management and music