

K RAIN LEANDER

IT EXPERIENCE

- 2000-Present Independent Contractor Long Island City NY
Web Developer / Graphic Designer
- Develop and / or manage web sites and / or graphics for various companies including, but not limited to:
 - Dr. Wendy Woods <http://www.duke.edu/~wwood>
 - Choreo Collective <http://choreocollective.org>
 - Contemporary Tapestry Weaving <http://ctw-tapestry.com>
 - Church of the Redeemer <http://churchoftheredeemer.net>
- 2006-2007 UNCG Greensboro NC
School of Health and Human Performance Webmaster
- Web master / editor / copywriter for nine units within the University of North Carolina at Greensboro's website.
 - Develop and implement training for Department web administrators.
 - Develop and document editing, updating and processing protocols.
- 2003-2006 OuterBounds Technologies, Inc. Atlanta GA
Support Engineer
- Provide 1st and 2nd level help desk services to ensure a high level of customer satisfaction by driving engineering resolution to system problems in a multi-platform networked environment.
 - Recognized for excellence on several occasions.
- 2001-2002 MCSi Norcross GA
Sales Support
- Supported five sales teams in several aspects of marketing, responses for quote, and manual development.
 - Worked directly for the president, COO, and several vice-presidents on multiple time-sensitive projects.

EDUCATION

- 2002 American Intercontinental University Atlanta, GA
- Master of Information Technology
 - GPA 3.88

SKILLS

Citrix Metaframe XP, Active Directory, TCP/IP, Help Desk, Multi-tier Support, Microsoft Terminal Services, Technical Writing, Net+ Certification, and Problem Resolution.

Familiar with Windows 2000 Advanced Server, JAVA, JavaScript, VisualCafe, PL/SQL, Oracle, Oracle Developer, Oracle Designer, HTML, XML, JSP, Applets, FrontPage, Dreamweaver, Adobe Photoshop and Illustrator.

Demonstrated Excellent Communication, Customer Service and Telephone Skills, Microsoft Office Suite, Windows 98/NT/2000/ME/XP, Japanese (spoken), Data entry (5000+), and Typing (50+).