

## Contact Details

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## Experience

Excellent understanding of networks, routing, protocols and all forms of networking equipment.  
Extensive skills with OS X and OS X Server.  
In depth knowledge of all versions of Windows.  
Excellent skills with Active Directory & Exchange and Group Policy.  
Server backups.  
Linux servers and desktops  
Edit Suites  
Good understanding of Virtualisation products, experience with VMware.  
Cisco switches, routers & wireless control systems.  
Methodical and systematic troubleshooting and problem solving skills.  
Excellent customer service.  
Highly developed communication skills.

## Professional Training & Certification

Microsoft Certified Professional (MCP)  
Cisco CCNA Trained  
Apple Certified Helpdesk Technician  
NetWare 6 Certified Novell Administrator (CNA)  
A+ Hardware and Software

## Skills Summary

Active Directory, Everything Windows, MS Office (Win/Mac), Cisco IOS, VLANs, Remote Desktop, VNC, Mac OS, SAN, NAS, Adobe Creative Suite, Netware, VMWare, Console One, ZenWorks, DameWare, Kace, GroupWise, Lotus Notes, Citrix, VPN, Financial Systems, BlackBerry (BES), Numerous Call Logging and Phone Systems, ITIL exposure, Hardware Purchasing, Titan Security System, lots more.

## Employment History

### Young & Rubicam Brands / George Patterson

**Start Date:** February 2003  
**End Date:** February 2010  
**Position/Title:** Network Support Specialist  
**Responsibilities/Achievements:** Started as Support Analyst and have been promoted to part of the Technical Services team providing 2<sup>nd</sup> and 3<sup>rd</sup> level support for 1000+ users nationwide running a mixture of Mac OS X and Windows systems. Build and configure Windows Servers (2003), HP DL series. Engineered a Cisco wireless network. Designed layout, setup access points and controllers. Manage and maintain backups for multiple sites. Trigger Change Requests when I see a need. Supervise software application and operating system (SOE) rollouts, including a recent large scale system migration from Netware/GroupWise to Active Directory/Outlook. Mac SOE deployment. Managed several office relocations; including the organisation of data, electrical, communications and security requirements. Liaise with the Client Services Manager, CIO and external vendors to ensure all hardware and software licensing requirements are met. Maintaining building security system, including arranging maintenance and upgrades when required. Implemented nationwide internal blogs to improve staff communications and collaboration.

### Alphawest/Solution6

**Start Date:** January 2001  
**End Date:** December 2002  
**Position/Title:** Support Analyst  
**Responsibilities/Achievements:** Providing first and second level over-the-phone support for several thousand nation wide users. Providing Desktop Support for Company executives located at the Visy Industries Head Offices in the Melbourne CBD. Managing backups for 10+ sites. Performing restores of files and folders. Rebuilding desktops and laptops to the client's SOE. Creating and Administering users. Monitoring Microsoft Exchange servers and mailboxes. Monitoring and maintaining Citrix Metaframe XP servers.

**Languages** Chinese (Mandarin) – Intermediate  
**Interests** Food, Technology, Books, Internet, Music  
**Referees** Available on request.