

Timothy Glass

Contact: <http://www.timglass.net>

**Computer Systems:** PC Compatibles, MAC

**Operating Systems:** Windows 2000, Windows XP Professional and MAC OS X

**Networks:** Windows, Banyan, Novell

**Software:** Microsoft Office Professional (Word, Excel, PowerPoint, Access, Outlook) HP Open Mail, Entourage, Photoshop CS, Fireworks, Dreamweaver, Adobe Acrobat

**Special Skills:** Vendor Relations, Desktop Support, Information Security, Web Page Design, Graphics Design, HTML, CSS, JavaScript, PHP

### **SPECIAL CERTIFICATIONS:**

- \* GIAC SANS (Security Essentials with CISSP CBK)
- \* Information Security Awareness
- \* Website Design (211 hour program)
- \* Website Maintenance (84 hour program)
- \* CIW Master Site Designer, CIW Professional, CIW Foundations
- \* HIPAA (Security)
- \* HTML 4.0, Internet Concepts, Computer Industry Knowledge, Internet Technology Fundamentals, Internet Security, TCP/IP Administration

### **EXPERIENCE:**

#### **1999-Present Consultant**

Projects include but are not limited to:

- \* **Project Management**
- \* **IT Training**
- \* **Vendor Relations**, RFI and RFP
- \* **Consultant**, Website designer/developer, graphic designer (web and print), IT customer service.
- \* **Webmaster** for several websites
- \* **Speaker/Trainer** information security

#### **1997-1999 System Support Analyst Sprint Long Distance Division**

- \* Desktop support of call center users and administrative staff on NT 4.0 meeting or exceeding SLA's
- \* Designed courseware and taught classes to new hires
- \* Performed hardware and software upgrades
- \* Vendor Relations, RFI and RFP
- \* Performed maintenance on LAN including add and delete users, run virus scan, user connectivity and nightly back-ups
- \* Served as a team member for the creation of the Project Management Template that was then utilized as a standard for all future projects

#### **1992-1997 Computer Consultant GBE**

- \* IT and business project management
- \* Vendor Relations, RFI and RFP
- \* Prepared client sites for Y2K compliance and disaster recovery planning

- \* Analyzed customer requirements, installed computer systems and provided hardware and software technical support and IT training

- \* Analyzed most effective presence on the Internet for customers

#### **EDUCATION:**

- \* Internet and Web Development, University of New Mexico (completed and certified)

- \* SANS Institute (completed and certified)

- \* Computer Science, University of New Mexico (completed and certified)

- \* Art School of Westport, Commercial Art

#### **AWARDS:**

- \* 16 Web Design Awards 1998-2003

- \* National Distinguished Contributors Award 1998 Sprint

- \* Sprint Excellence Award 1998

- \* International Who's Who of Entrepreneurs Award for 1996

- \* Computer Industry Who's Who World Wide Award for 1992/1993

- \* Computer Industry Who's Who Award for 1989, 1990 and 1991

- \* Sterling's Who's Who Award "Executive Edition"

- \* Sterling's Who's Who Award "Executive Edition, Lifetime Achievement"

#### **PROFESSIONAL ASSOCIATIONS:**

- \* IEEE, Affiliate Computer Society (past member)

- \* Authors Guild of America