

PROFESSIONAL PROFILE

DAVE C. WILLIAMS, M.Sc.

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Mr. Williams is a Senior Information Developer earning over 15 years of experience with software development and large scale IT implementations. Mr. Williams has in-depth knowledge and experience in software development and information technology infrastructure planning and system implementation. He has strong analytical skills, a broad programming background, excellent interpersonal and communications skills, as well as experience managing projects in traditional and agile development environments.

Mr. Williams specializes in the planning, creation, management, and delivery of highly technical documentation in print and electronic formats. He has extensive experience developing programmer guides, installation and configuration guides, SDK documentation, user guides, tutorials and training materials for complex computer systems, network architectures, operating systems, programming environments and software applications. Mr. Williams has experience delivering presentations and training courses, and worked as a professor at Algonquin College for three semesters teaching evening courses.

Mr. Williams has participated in several enterprise scale integration projects where he applied his experience in design, implementation, support and administration tasks. He has served as a team lead in various projects overseeing technical writing projects and LAN design and implementation for several federal government departments and private corporations.

Mr. Williams has outstanding personal skills that include excellent oral, written, and presentation skills. He is a highly self-motivated, responsible individual with a positive team attitude, and a demonstrated commitment to continuous learning. He works well with teams or alone and enjoys challenges that can call upon analytical resourcefulness, knowledge and problem solving skills.

Security Clearance: Secret security clearance, expires February 2019

Project Roles: Senior Information Developer
Senior Technical Writer
Documentation Analyst
Documentation Manager / Team Lead

EMPLOYMENT HISTORY

APRIL 2002 TO PRESENT	TECH-WRITERS.NET SENIOR INFORMATION DEVELOPER
SEPTEMBER 2000 TO SEPTEMBER 2001	SYNDESIS INC. SOFTWARE ENGINEER
JUNE 1994 TO APRIL 2000	TYCHON TECHNOLOGIES INC. CONSULTANT / TECHNICAL WRITER
FEBRUARY 1993 TO JUNE 1994	IST GROUP INC. CONSULTANT / SYSTEMS ANALYST
JANUARY 1993 TO APRIL 1994 (PART TIME, EVENINGS)	ALGONQUIN COLLEGE, CONTINUING EDUCATION PROFESSOR
NOVEMBER 1991 TO JANUARY 1993	EXOCOM INC. NETWORK SERVICES DIVISION CONSULTANT / SYSTEMS ANALYST
APRIL 1990 TO NOVEMBER 1991	AKRAN SYSTEMS TECHNICAL SUPPORT / SALES REPRESENTATIVE
JULY 1988 TO FEBRUARY 1990	EXCELTRONICS COMPUTING COMPUTER TECHNICIAN / CONTRACT MANAGER

EDUCATION

MASTER OF BUSINESS ADMINISTRATION, I.S. MANAGEMENT – Strayer University, In Progress
MASTER OF SCIENCE, COMPUTER INFORMATION SYSTEMS – Nova Southeastern University, 2007
BACHELOR OF SCIENCE, INTEGRATED SCIENCE STUDIES – Carleton University, 2002
GRADUATE CERTIFICATE, COMPUTER SCIENCE – Carleton University, 2000
BACHELOR OF ARTS, PSYCHOLOGY – Carleton University, 1999
DIPLOMA, COMPUTER SYSTEMS TECHNICIAN – Algonquin College, 1988

RECENT TRAINING

ESSENTIAL SILVERLIGHT
PMI CERTIFIED ASSOCIATE IN PROJECT MANAGEMENT
INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL v3)

MEMBERSHIPS

ASSOCIATION OF COMPUTATIONAL MACHINERY (ACM)
INSTITUTE OF ELECTRICAL AND ELECTRONICS ENGINEERS (IEEE)
PROJECT MANAGEMENT INSTITUTE (PMI)
UPSILON PI EPSILON (UPE), COMPUTER SCIENCE HONOR SOCIETY

PROFESSIONAL EXPERIENCE

CACTUS COMMERCE

SENIOR PROGRAMMER WRITER / TEAM LEAD

- As a lead writer Mr. Williams managed documentation projects related to specific features in an agile development environment. Mr. Williams also coordinated the activities of other programmer writers and technical writers with respect to these projects.
- In the role of senior programmer writer Mr. Williams researched and documented the Application Programming Interface (API), as well as wrote the programmer guide, including C# and XML samples, for Microsoft Commerce Server.
- Mr. Williams attended project scrums, led documentation team meetings, led documentation review meetings, and delivered PowerPoint presentations of project documentation status and issues to stakeholders.
- Mr. Williams also maintained and modified, as required, the build tools for documentation review and production.
- Mr. Williams received an award for outstanding performance.

Dates: April 2008 to September 2009 (18 Months)

Project Deliverables: Microsoft Commerce Server 2007 SP2 Developer Documentation, Microsoft Commerce Server 2009 Developer Documentation and Microsoft Commerce Server 2009 R2 Developer Documentation.

Tools used: Microsoft Commerce Server (2007 SP2, 2009, 2009R2), Microsoft Windows Server 2008, Microsoft Windows 7, Microsoft DocStudio 2005, Microsoft Word 2007, Microsoft Excel 2007, Microsoft PowerPoint 2007, Microsoft Project 2007, Microsoft Visual Studio 2008, Microsoft Team Foundation Server, Adobe Acrobat 9, XML, C#.

DEPARTMENT OF NATIONAL DEFENCE

DOCUMENTATION ANALYST / PROJECT COORDINATOR

- Mr. Williams managed a project to implement a wiki site for documentation storage and retrieval, for which he was solely accountable.
- Mr. Williams produced a project schedule, and gathered and analyzed the Defence Integrated Human Resources System (DIHRS) engineering team's documentation requirements.
- Mr. Williams delivered and demonstrated four wiki test sites to the project team to evaluate and compare the technical merits of the different solutions.
- Once the project team made a selection, Mr. Williams designed, developed and implemented the comprehensive wiki site (using MediaWiki under CentOS Linux) to store all engineering documentation for the DIHRS engineering team.
- Mr. Williams installed, configured, customized and security hardened the wiki server, developed all backup and restore scripts, procedures, tutorials and online help documentation.
- Mr. Williams designed wiki site look and feel (based on CLF 2.0), and converted and uploaded all existing documentation, such as specifications, procedures, forms and diagrams into wiki format.

Dates: January 2008 to March 2008 (3 months)

Project Deliverables: DIHRS Engineering Team Wiki site

Tools used: CentOS Linux, Apache, MySQL, PHP and MediaWiki, HTML, OpenOffice, Microsoft Office, Visio, as well as various Internet and graphics tools.

WIND RIVER SYSTEMS

SENIOR TECHNICAL WRITER

- Mr. Williams worked with the RT-Core engineering team to develop the first edition of the Wind River Real-Time Core Programmer's Guide, a guide for multithreaded POSIX compliant thread programming in hard real-time, using Wind River Linux.
- Mr. Williams worked with development lab to update the Wind River Diagnostics for NetBSD Programmer's Guide, a guide for using Wind River Diagnostics, a set of tools that support the design, build and debug cycle with sensorpoints, for diagnosing and correcting software faults.
- Mr. Williams worked with development lab to create the Wind River Lab Diagnostics SSL Mutual Authentication Engineering Note, an engineering document describing how to implement SSL mutual authentication for Wind River Lab Diagnostics servers.
- Mr. Williams worked with the Linux development team to update the Wind River Linux Getting Started Guide, a guide detailing how to configure Wind River Linux, and install it in a virtual environment, deploy it directly to a device, or create an ISO file.

Dates: June 2007 to December 2007 (6 months)

Project Deliverables: Wind River Real-Time Core Programmer's Guide, Wind River Diagnostics for NetBSD Programmer's Guide, Wind River Lab Diagnostics SSL Mutual Authentication Engineering Note and Wind River Linux Getting Started Guide

Tools used: Windows XP, Linux (various), Adobe FrameMaker, Adobe Acrobat, HTML, Microsoft Office, tWiki and various Internet tools.

ADOBE SYSTEMS

SENIOR TECHNICAL WRITER

- Mr. Williams created several Adobe LiveCycle Designer QPAC user guides based on existing engineering specifications. QPACs extend Adobe LiveCycle Designer functionality to utilize additional services such as Documentum, PDF Generator, Policy Server, Forms, Reader Extensions and Document Security.
- Mr. Williams worked with a team of technical writers, engineering and quality assurance to update the Adobe LiveCycle Installation and Configuration Guide, for both the 7.0 and 7.2 releases that detail the installation, configuration and deployment of Adobe LiveCycle products to JBoss, WebSphere and WebLogic application servers. Mr. Williams was additionally tasked with leading writers for the WebSphere (both 5.1 and 6.0) documentation for LiveCycle 7.2, and mentoring writers on other projects.
- Mr. Williams coordinated the development of the Adobe LiveCycle Clustering Guide, for both the 7.0 and 7.2 releases which detail the configuration and deployment of Adobe LiveCycle products to WebSphere and WebLogic application server clusters. As a documentation only project, Mr. Williams was responsible for creating a schedule, gathering information from engineering, writing the clustering guides, and coordinating the testing of the documentation with quality assurance and support departments.
- Mr. Williams developed a bank of virtual machines (VMWare images running various operating systems and application server combinations) for development and testing of work instructions and procedures.
- Mr. Williams received several commendations for excellence.

Dates: May 2005 TO May 2007 (2 years)

Project Deliverables: Configuring LiveCycle 7.0 Application Server Clusters Using WebLogic, Configuring LiveCycle 7.0 Application Server Clusters Using WebSphere 5.1, Configuring LiveCycle 7.0 Application Server Clusters Using WebSphere 6.0, Installing and Configuring LiveCycle 7.0 for WebLogic, Installing and Configuring LiveCycle 7.0 Security Products for WebLogic, Installing and Configuring LiveCycle 7.0 for WebSphere, Installing and Configuring LiveCycle 7.0 Security Products for WebSphere, Configuring LiveCycle 7.2 Application Server Clusters Using WebLogic, Configuring LiveCycle 7.2 Application Server Clusters Using WebSphere 5.1, Configuring LiveCycle 7.2 Application Server Clusters Using WebSphere 6.0, Installing and Configuring LiveCycle 7.2 for WebLogic, Installing and Configuring LiveCycle 7.2 Security Products for WebLogic, Installing and Configuring LiveCycle 7.2 for WebSphere, Installing and Configuring LiveCycle 7.2 Security Products for WebSphere, Using LiveCycle Reader Extensions QPACs, Using Enterprise Content Management QPACs, Using LiveCycle Forms QPACs, Using LiveCycle Policy Server QPACs, and Using the LiveCycle Print QPAC.

Tools used: Windows XP, Windows Server 2003, Linux (various), Solaris, VMWare, Adobe FrameMaker, Adobe Acrobat, Perforce, Watson (bug reporting), Documentum, JBoss, IBM WebSphere, BEA WebLogic, HTML, XML, Microsoft Office and various Internet tools.

IBM COGNOS

SENIOR TECHNICAL WRITER

- Mr. Williams worked with engineering departments to update the Cognos Framework Manager Developer Guide, a guide to programmatically incorporate Cognos content into any application or environment, using common protocols such as HTTP, WSDL, SOAP, and XSLT.
- Mr. Williams updated content in source Java code using embedded XML tags within comment text, extracted documentation via Javadoc, parsed raw XML content and imported and formatted documentation in Structured FrameMaker.

Dates: September 2004 to May 2005 (9 Months)

Project Deliverables: Cognos Framework Manager Developer Guide

Tools used: Windows XP, Adobe FrameMaker, Adobe Acrobat, Javadoc, XMLSpy, HTML, XML, Perforce, VSS, Microsoft Office and various Internet tools.

IBM RATIONAL

INFORMATION DEVELOPER

- Mr. Williams worked with the CDT engineering team and QA to update the Eclipse CDT online help. The Eclipse CDT is the C/C++ development toolkit plug-in for the Eclipse platform.
- As documentation team lead, Mr. Williams delivered PowerPoint presentations of project status and issues to the project manager and other project team leads.
- Mr. Williams worked with the CDT engineering department and QA to update the user tutorials, such as how to install/update the CDT plug-in.
- Mr. Williams also wrote sample C++ applications used for demonstrating CDT capabilities for use within the documentation set and for live presentations.

Dates: April 2004 to September 2004 (6 Months)

Project Deliverables: Eclipse CDT online help, Eclipse CDT how to install/update the CDT plug-in tutorial, and Sample C++ applications for documentation.

Tools used: Windows XP, Linux, HTML, Lotus SmartSuite, Lotus Notes, Eclipse, and Bugzilla.

IBM COGNOS

SENIOR TECHNICAL WRITER

- Mr. Williams worked with engineering departments to update the Cognos ReportNet SDK Developer Guide, a programmer's guide to customize and automate various ReportNet tasks, and programmatically perform tasks involving user authentication, report execution and maintenance, portal maintenance, as well as enabling technologies used in Web services and distributed architectures such as SOAP and WSDL.
- Mr. Williams worked with engineering departments to update the Cognos Report Studio Users Guide, which includes step-by-step procedures and background information to help users create standard and complex reports using Report Studio, a Web-based product for creating reports that analyze corporate data according to specific information needs.
- Mr. Williams worked with engineering departments to update the Cognos ReportNet User Guide, a user's guide that includes step-by-step procedures and background information to create standard and complex reports using Cognos ReportNet.
- Mr. Williams updated the Cognos Connection Quick Tour, online help tutorial on how to use the Cognos Connection web portal, a single point of access to all ReportNet content.
- Mr. Williams received a Superstar award for project initiative.

Dates: October 2002 to March 2004 (18 Months)

Project Deliverables: Cognos ReportNet SDK Developer Guide, Cognos Report Studio Users Guide, Cognos ReportNet User Guide and Cognos Connection Quick Tour.

Tools used: Windows XP, Adobe FrameMaker, Adobe Acrobat, Javadoc, XMLSpy, HTML, XML, Dreamweaver, Perforce, VSS, Microsoft Office and various Internet tools.

BANK OF CANADA

SENIOR TECHNICAL WRITER

- Mr. Williams worked with engineering departments to update all required server documentation including Installation and Configuration Guides, Disaster Recovery and Change Management Procedures to reflect the infrastructure changes for first, second and third level support personnel.
- Mr. Williams interviewed subject matter experts, and when details were lacking, he performed installations and collected the details himself.
- Mr. Williams met with project team regularly to provide project updates and reports.
- Mr. Williams worked with engineering departments to create new User Guides and user training manuals for detailing how to access corporate applications using Citrix MetaFrame and the NFuse portal.
- Mr. Williams evaluated various Information Technology Platform Services (ITPS) projects for adherence to Bank of Canada's CDI Project Management Guidelines.

Dates: April 2002 to September 2002 (6 Months)

Project Deliverables: Installation and Configuration Guides, Disaster Recovery, Change Management Procedures User Guides, and Training Materials.

Tools used: Windows XP, NetWare 6, Windows 2000 Server, Citrix MetaFrame, HTML, Microsoft Office and various Internet tools.

SYNDESIS LIMITED

SOFTWARE ENGINEER

- Mr. Williams designed, developed and documented Java and C++ based software components to aid in the provisioning of high-speed optical network switches for Syndesis NetProvision, an application that automates the service creation, activation, and maintenance for very large networks - across vendors, technologies, and network layers.
- Mr. Williams developed the Java Getter to communicate upload requests to the Sycamore Silvx NMS, and the Java Parser to process the XML response and extract relevant information, and call various methods to populate the database.
- Mr. Williams tested and debugged various Java, TCL and C++ components within the Equipment Modules.

Dates: September 2000 to September 2001 (1 year)

Project Deliverables: Sycamore SN8000 Equipment Module and Sycamore SN16000 Equipment Module.

Tools used: Solaris, Silvx NMS, Java, C++, TCL, ClearCase, Windows 2000 Server, HTML, Citrix MetaFrame, Microsoft Office and various Internet tools.

DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE

TECHNICAL WRITER

- Mr. Williams worked with Engineering to develop several technical and engineering documents that detail the installation and configuration of servers, workstations and test processes for the DFAIT Public Key Infrastructure (PKI) project.
- Mr. Williams coordinated activities between Engineering and Quality Assurance to ensure DFAIT security guidelines were maintained and all issues were resolved.

Dates: September 1999 to March 2000 (6 Months)

Project Deliverables: DFAIT Installation and Configuration Procedures for PKI servers.

Tools used: PKI, Windows NT, Microsoft Office.

PUBLIC WORKS AND GOVERNMENT SERVICES CANADA

TECHNICAL WRITER

- Mr. Williams developed processes, guidelines, procedures and technical documentation to assist personnel in supporting the midrange and LAN/WAN components of the enterprise network for the Production WAN Support Group (PWSG) of the Government Technology Informatics Services (GTIS) division of Public Works and Government Services Canada (PWGSC).
- Mr. Williams developed an Intranet based delivery mechanism for PWGSC's documentation that was instrumental in forming the Network Computer Services Intranet Development Team.
- Mr. Williams worked with the business process engineer to develop strategies, guidelines, roles and responsibility guides, and technical documentation as part of the Office Infrastructure Renewal Project.
- Mr. Williams wrote the solicitation criteria (Statement of Work, Request for Proposals) for hardware and support services for the NOSS service division of the Desktop Planning and Development Directorate for the revised network operating system platform, which involved incorporating all LAN/WAN services within an enterprise network using NDS.

Dates: May 1996 to August 1999 (3 Years, 3 Months)

Project Deliverables: Dozens of documents detailing the installation and configuration of servers, workstations, routers, switches for various releases, as well as strategies, guidelines, and roles and responsibility guides. Comprehensive intranet documentation for support personnel, including diagrams, maintenance and troubleshooting procedures, and escalation processes and procedures.

Tools used: Windows 95, Windows NT, OS/2, NetWare, Microsoft Mail, HTML, Lotus WordPro, Microsoft Word, IBM Infoman, and various Internet tools.

CONCEPTIS TECHNOLOGIES INC.

SYSTEMS ANALYST

- Mr. Williams designed network configuration of a Lotus Notes and Windows NT System to allow clients of Conceptis to access the Lotus Notes Database using the Internet.
- Mr. Williams configured and documented all the network components, Windows NT server, Notes Server, as well as administration and maintenance tasks and procedures.

Dates: February 1996 to March 1996 (2 Months)

Project Deliverables: Lotus Notes Server configuration.

Tools used: Lotus Notes, Windows NT, Microsoft Word, and various Internet tools.

AIT CORPORATION

SYSTEMS ANALYST

- Mr. Williams redesigned the network infrastructure that included: Novell NetWare, Windows NT Lotus ccMail and Lotus Notes.
- Mr. Williams performed a detailed examination of all networking hardware and software, and installed new hardware, such as a larger capacity hard disk drive, and additional network cards.
- Mr. Williams developed and implemented methodology to splitting the AIT Post Office, moving all user accounts, installing a new cc:Mail Router.
- After the changes were implemented Mr. Williams assisted the IT team with user and technical support questions and issues related to the updates.

Dates: December 1995 to January 1996 (2 Months)

Project Deliverables: cc:Mail server reconfiguration.

Tools used: Windows 95, NetWare, Windows NT, Lotus cc:Mail, Lotus Notes, and Microsoft Word.

HEALTH CANADA

SYSTEMS ANALYST

- Mr. Williams designed the Local Area Network Infrastructure layout and connection to the Wide Area Network for several Health Canada offices across Canada, to support mail and other corporate applications running under Novell NetWare.
- Mr. Williams detailed LAN infrastructure designs include the design of all cabling runs (including conduits & Fibre Optic runs), determined the infrastructure equipment, such as the hubs, wave switches, routers, translator modules, patch panels, cable management systems, racks, cabinets, etc, as well as detailing the location and position of all infrastructure equipment.

- Mr. Williams created cabling work order requirements, evaluated bids from cabling contractors, awarded contracts, and supervised the cabling installations.

Dates: November 1994 to September 1995 (11 Months)

Project Deliverables: Several LAN infrastructure designs and cabling work order requirements.

Tools used: DOS, Windows 3.11, NetWare, Windows NT, Lotus Notes, and Microsoft Word.

CANADIAN INTERNATIONAL DEVELOPMENT AGENCY, ASIA BRANCH

SYSTEMS ANALYST

- Mr. Williams performed LAN configuration tasks, including end user support, for the Novell NetWare network, DOS and OS/2 workstations, user accounts and servers.
- Documented several configuration changes required for workstations and servers running in the OS/2 / Novell Netware networked environment.
- Mr. Williams was tasked to perform installation and support for two pilot projects: installation and configuration of Lotus Notes and allowing individual connections to the Internet.

Dates: August 1994 to November 1994 (4 Months)

Project Deliverables: Procedures for installing and configuring Lotus Notes and Procedures for connecting individual workstations to the Internet under OS/2.

Tools used: DOS, OS/2, NetWare, Windows NT, Lotus Notes, Lotus SmartSuite, Microsoft Word.

REVENUE CANADA TAXATION, TAX FORMS DIRECTORATE

SYSTEMS ANALYST

- Mr. Williams modified existing Novell NetWare 3.11 network configuration to allow better connectivity between PCs and Macs in order to resolve specific interoperability issues.
- Mr. Williams documented all the LAN hardware and software as well as automated procedures for the new installations.

Dates: July 1994 to August 1994 (2 Months)

Project Deliverables: NetWare configuration to allow better connectivity between PCs and Macs.

Tools used: DOS, Windows 3.1, Macintosh, NetWare, Corel Draw, WordPerfect, and Microsoft Mail.

REVENUE CANADA CUSTOMS, EXCISE AND GST, INFORMATION TECHNOLOGY BRANCH

TECHNICAL ANALYST

- Mr. Williams provided second level support for MasterLAN division and Customs and Excise for LAN Manager Servers under IBM Token Ring, X.25 and 3270 Gateways.
- Mr. Williams monitored and handled the escalated Infoman problem tickets.
- Mr. Williams coordinated the field assistance for problem recovery. This involved handling the crisis situations with respect to downed production systems, network access problems and critical users out of service for mission critical services.
- Mr. Williams updated configuration database and reviewed change management and maintenance requests.

- Mr. Williams participated in the planning and implementation of the software platform and application rollouts, such as RC 6.1.

Dates: July 1993 to June 1994 (11 Months)

Tools used: DOS, Windows 3.1x, Microsoft LANManager 2.x, IBM Token Ring, X.25, 3270, Infoman, Microsoft Word, and Microsoft Mail.

SECRETARY OF STATE CANADA, TRANSLATION BUREAU

SYSTEMS ANALYST / PROJECT MANAGER

- Mr. Williams led a team of consultants who were responsible for the installation and configuration of the all network hardware and software including workstations, servers and print servers, including the development of user accounts and implementation of network access rights and privileges.
- Mr. Williams performed a requirements analysis by interviewing stakeholders, and developed a project schedule.
- Mr. Williams designed and installed a Local Area Network implementation, migrating stand-alone PCs to a networked environment using PowerLAN.
- Mr. Williams managed the training courses that were provided to the users of the LAN and training support staff on administration, support and maintenance.
- Mr. Williams managed the testing to ensure all requirements were met.
- Mr. Williams created a technical manual specific to the network implementation, detailing the network design, implementation, configuration files and settings, as well as maintenance and troubleshooting procedures.

Dates: April 1993 to June 1993 (3 Months)

Project Deliverables: Complete PowerLan network implementation for SSC, Translation Bureau.

Tools used: DOS, Windows 3.1x, PowerLAN, Ethernet, Microsoft Word, and Microsoft Mail.

MEDICAL RESEARCH COUNCIL

SYSTEMS ANALYST

- Mr. Williams performed a feasibility study to allow dial-in capabilities for MRC personnel, clients and partners to disseminate information and collaborate on discussion topics using TBBS as the bulletin board application.
- Mr. Williams designed the communications front end of the remote access knowledge base prototype for dial-in application.
- Mr. Williams demonstrated real time communications capability of the BBS prototype to the client.
- Mr. Williams was involved in the testing and troubleshooting database and communications problems.

Dates: March 1993 to April 1993 (2 Months)

Project Deliverables: Feasibility study and TBBS prototype.

Tools used: DOS, Windows 3.1x, WordPerfect, and TBBS.

STATISTICS CANADA

SYSTEMS ANALYST

- Mr. Williams was tasked with troubleshooting asynchronous communication problems between several different client sites and the IST mainframe for both remote access users using modems, and local users with a direct serial connection through the Gandalf Starmaster.
- Mr. Williams assisted in the development of the new CANSIM front end developed by IST Group, hosted using IST's IBM mainframe.

Dates: February 1993 to March 1993 (2 Months)

Tools used: DOS, Windows 3.x, Kermit, and Gandalf Starmaster.

ALGONQUIN COLLEGE, CONTINUING EDUCATION

PROFESSOR

- Mr. Williams lectured two full semester evening courses: Comparative Microcomputer Hardware and Introduction to MS-DOS/Windows for three semesters, which were core courses for the Microcomputer Support Technician diploma program.
- Mr. Williams developed and delivered all course materials including: lectures, handouts and presentations.
- Mr. Williams created and marked all assignments, tests and examinations.

Dates: January 1993 to April 1994 (16 Months)

Tools used: Microsoft Word, Upgrading and Repairing PCs (Queue Publishing).

EMPLOYMENT AND IMMIGRATION, INFORMATION SERVICES

TECHNICAL ANALYST

- Mr. Williams provided LAN administration for Banyan Vines 4.11, as well as hardware, software and user support for two site locations.
- Mr. Williams wrote user and technical manuals for various software packages specific to the EIC configuration.

Dates: January 1992 to July 1992 (7 Months)

Tools used: Microsoft Word, Windows 3.x, Saber Menus, Banyan Vines 4.11.

NATIONAL RESEARCH COUNCIL, ASSETS AND PROCUREMENT

TECHNICAL ANALYST

- Mr. Williams was responsible for upgrading the NRC Local Area Network from NetWare 2.15c to NetWare 3.11.
- Mr. Williams performed a requirements and task analysis, which involved developing and documenting a test deployment to ensure the new network design was sufficient to handle the load and that all applications and workstations could be migrated.
- Mr. Williams worked with LAN Administration personnel after the upgrade to assist with user support and questions for the new network.

Dates: November 1991 to January 1992 (3 Months)

Tools used: WordPerfect, Windows 3.x, Novell NetWare 2.15c and 3.11.

AKRAN SYSTEMS

TECHNICAL SUPPORT / SALES REPRESENTATIVE

- Mr. Williams sold and installed IBM PC compatible computers, peripherals, software and networks to several federal government departments and associated agencies through Request for Proposals and direct sales.
- Mr. Williams was recognized as the top sales representative selling 1.1 million annually representing 40% of the combined sales force.
- Mr. Williams provided technical and microcomputer support to standalone and LAN PCs, as required, in a Novell NetWare environment.
- Mr. Williams wrote in depth technical user manual for Akran 320SX computer system.

Dates: April 1990 to October 1991 (18 Months)

Tools used: DOS, Novell NetWare 286/2.x.

EXCELTRONIX COMPUTING INC.

COMPUTER TECHNICIAN / CONTRACT MANAGER

- As Contract Manager Mr. Williams sold 'Best' microcomputers and associated hardware, peripherals, software and networks to several federal government departments and associated agencies through Request for Proposals. Mr. Williams was twice recognized for highest monthly sales volume of all sales representatives across Canada.
- In his role as Computer Technician, Mr. Williams provided technical and microcomputer support to standalone and LAN PCs to various Federal Government client sites, as required, running standalone PCs or operating in a Novell NetWare environment.

Dates: August 1988 to February 1990 (19 Months)

Tools used: DOS, Novell NetWare 286/2.x.