

# Michael Hashemi

Englewood, CO

## Education

*Metropolitan State College of Denver*

December 2006

Denver, Colorado

- Bachelor of Science in Systems and Network Administration for Business with minor in Technical Communications
  - Graduated Magna Cum Laude
- Network Specialist in Information Systems Certificate – Awarded November 2006
- Web Developer in Information Systems Certificate – Awarded November 2006

Relevant Course Work

- Telecommunication Systems
- LAN & WAN Systems
- Network Installation & Administration
- Website Administration
- Network Security
- Corporate Culture
- Technical Writing
- Technical Editing
- Computer Applications for Business

*Center for Computing Education Research*

December 2006

- Information Systems Analyst Practitioner Certificate - Passed

## Work Experience

*Diné of Denver*

December 2005 – Intermittent

Centennial, CO

Web Designer – dinehofdenver.com

- Recoded HTML web pages to facilitate faster load times
- Instructed others in prudent web design practice
- Created new web pages in response to owner requests
- Coordinated web host change

*ServiceMagic, Inc.*

August 2005 – Present

Denver, CO

Enrollment Service Representative

- Satisfied pre-enrollment checklist requirements in a call-center environment
- Provided quality assurance of new and existing contractor accounts
- Lead the development of an updated content style guide
- Edited contractor profiles as part of content quality assurance
- Abided by account approval guidelines to ensure correct account approval

*Governor's Council for Physical Fitness*

August 2005 – Present

Denver, CO

Volunteer Webmaster – www.shapeupchallenge.org

- Redesigned website for the Shape Up Challenge
- Coordinated web host change
- Developed new web pages in response to council requests

*ETI Professionals*

May 2001 – July 2005

Lakewood, CO

Interim System Administrator / Customer Service Representative

May 2004 – July 2005

- Administered Windows 2000 Server SBE / Server 2003 Standard and Exchange 2000 / 2003
- Supported users of Microsoft Office 97 – 2003
- Designed group policies structure

- Implemented user management schemes such as OU reorganization
- Maintained ETI's existing HTML website and developed new pages in response to internal requests
- Participated in the implementation and administration of BlackBerry system

Customer Service Representative  
August 2001 – May 2004

- Pre-screened incoming resumes for relevance to existing and anticipated job orders
- Completed employee feedback surveys via telephone and e-mail
- Expanded the Customer Service Program through analysis of contract and corporate employee feedback through such actions as implementation of online timesheet reporting
- Assisted in creating employee anniversary / birthday recognition programs

Data Entry Specialist  
May 2001 – August 2001

- Ensured data base quality control / assurance
- Performed data entry and file maintenance tasks
- Supported receptionist by answering phones

**Skills**

Advanced:

- Assembling and troubleshooting PC hardware
- Microsoft Office 97 – 2003
- Microsoft Windows 95 – XP

Intermediate:

- Hard-coding HTML & CSS
- Technical editing
- Windows Server 2000 & 2003
- Microsoft Exchange Server
- TrendMicro Client Server Security

Familiar:

- Veritas Backup Exec 9
- JavaScript implementation
- IIS / Apache server administration
- Adobe InDesign CS2
- BlackBerry Server Administration

**Organizational Affiliations**

- Association for Computing Machinery – Metropolitan State College of Denver Chapter
- Sigma Beta Delta – Metropolitan State College of Denver Chapter