



THOMAS J. CAMMARATA

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OBJECTIVE:

To pursue a challenging career in the computer/IT field utilizing my background of work related experience and education.

SKILLS:

Experienced with most Windows Operating systems, including NT 4.0 server and workstation, Win95, Win98, Win2k, WinXP. Some (limited) experience with Vista. Experienced in Microsoft Office Suite products including Excel, Word, Outlook, PowerPoint and Publisher. Have experience with Adobe Photoshop and Paint Shop Pro, and used both when creating websites. Extremely proficient in web design. HTML, DHTML, JavaScript, CSS Styling professional. Recipient of many web design awards. Sample work can be found at <http://phzzz.co.nr/samples.htm>. Able to provide computer tech help and web design help on various online tech support forums.

CERTIFICATIONS:

COMPUTER CAREER CENTER, Garden City, NY

1997 - 1998



A+ Certified Service Technician (verification # BA9DTT1763)

EDUCATION:

NASSAU COMMUNITY COLLEGE, Garden City, NY

1971 – 1972

- Coursework in Commercial Art

MILITARY EXPERIENCE:

US ARMY, FORT GORDON, GA

- Maintained and repaired telecommunications equipment and crypto-gear, which required security clearance.

WORK EXPERIENCE:

FUTURE TECH ENTERPRISE, INC., Holbrook, NY

2007- Present

IT Help Desk and Internal Support

- Provide IT Help Desk support for various Fortune 1000 companies by responding to calls and then troubleshooting and resolving issues in a timely fashion while also maintaining a professional level of customer service and documenting all incidents via Remedy Solutions ticket software.
- Manage field service calls for hardware related issues by first troubleshooting, identifying and verifying the issue, and then attempting to resolve the issue in order to save company profits, before dispatching field service technicians to the site.
- Provide internal support for Future Tech, which involves resolving both software and hardware issues within the company. As a service technician I also perform work in Future Tech's service and configuration departments, dismantling, repairing, and reassembling laptops and desktop computers, and configuring operating systems and software for both clients and the company internally. Also experienced with all aspects of Active Directory, Cisco VOIP Unity Admin, Remote Desktop and Dameware NT Utilities.

VA MEDICAL CENTER MEDICAL LIBRARY, Northport, NY

2005- 2007

Veterans Industries Worker

- Created and maintained the new Medical Library intranet web site, coded entirely by hand in HTML, CSS and JavaScript, for use by doctors, patients, and employees of the Medical Center.
- Designed and set up medical library displays, created Microsoft Word documents, Power Point presentations, Microsoft Publisher publications, and Microsoft Excel spreadsheets, for Northport VA staff.
- Responsible for checking in and checking out medical books, tapes and journals. Created a new section containing audio books, and cataloged everything via spreadsheets.

VA MEDICAL CENTER HOPTEL, Northport, NY

2006-2006

Hoptel Coordinator

- Responsible for coordinating and providing services in a 15-room hotel for veterans undergoing outpatient procedures, as well as providing the same services for their family members, personal aides, and caregivers, when needed.
- As part of the Social Work Service department, I also worked closely with social work section chiefs, social workers within those sections, as well as with doctors and clinic managers within the Medical Center.

CREATE-A-BOOK OF LONG ISLAND, Glen Cove, NY

1995-2004

Manager, Creative Consultant and Artist

- Developed custom personalized books for children and adults, including engagement, wedding, and birthday books.
- Designed layouts and typesetting for all advertising. Drew free-hand and manipulated computer artwork for books, flyers, and ads.
- Coordinated and managed network of retail salespeople

STAPLES, INC., Hicksville, NY

1994-1995

Sales Manager

- Responsible for managing the various departments, including computers and software.
- Rapidly and significantly accelerated sales of extended service plan promotions.
- Installed operating systems and software on home-based personal computers.
- Determined customers needs on an individual basis for hardware and software requirements.

RADIO SHACK CORP., Hicksville, NY

1993-1994

Store Manager

- Responsible for all facets of store management including supervision of a sales support staff.
- Recipient of numerous customer satisfaction letters that resulted in recognition by the district office. Rated in the top five of a 27 store district for overall performance.

TOST CONTRACTORS, Freeport, NY

1973-2000

Founder and Owner

- Designed and built dormers, extensions and decks.
- Created and submitted blue line drawings to building departments to facilitate permits for customers in lieu of the utilization of architectural consultants.
- Coordinated and managed all administrative functions of the business