

BEN LAWSON

Toronto, Ontario, Canada

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OBJECTIVE

To create digital solutions to business needs and enhance productivity.

WORK EXPERIENCE

I.T. Manager

March 1999 – November 2005

Foote Cone & Belding Canada

canada.fcb.com

245 Eglinton Ave. East, Suite 300

Toronto, Ontario M4P 3C2

Managed five person I.T. department at Canadian locations of international advertising agency with staff of 250 in Toronto and Montreal. Responsible for network operations, backup, e-mail, file servers, intranet, end-user support, databases and other special projects. Participated in international projects with American parent company.

- ◆ Modernized Windows and Macintosh desktop computer systems and network.
- ◆ Managed capital budgets of ~\$400,000 and operating budgets of ~\$300,000.
- ◆ Increased technical integration with parent company, managed Cisco router, WAN, VPN, DNS services.
- ◆ Developed and maintained a variety of corporate databases.
- ◆ Managed company intranet, supported presentations and new business pitches.
- ◆ Planned and managed Year 2000 transition.

Technologies: Cisco IOS & VPN (Catalyst 4006, PIX 515), WAN, HP OpenView, Switched Gigabit routers, RAID5, Fibrechannel, DNS, DHCP, SMTP, POP, IMAP, Netscape/SUN iPlanet server, CorporateTime calendar server, Active Directory, SMB, FTP, VNC, Windows 98, Windows 2000, Windows XP, Windows NT 4 Server, Windows 2000 Server, Mac OS 9, Mac OS X 10.1 – 10.4, Mac OS X Server 10.2 – 10.4, PowerFile (content library), Veritas Backup Exec, Dantz Retrospect, Norton Antivirus, Microsoft Office 2000, Microsoft Office 2001, Microsoft Office 2003, Microsoft Office 2004, Microsoft Outlook, Microsoft Outlook Express, Firefox, Thunderbird, Safari, Adobe Acrobat, Adobe CS, Adobe InDesign, Adobe Illustrator, Adobe Photoshop, Adobe GoLive, Quark Xpress 4, FileMaker Pro, Xoops (open source web portal), Flightcheck, Extensis Suitcase.

Senior Support Analyst

April 1997 – March 1999

Hospital for Sick Children

www.sickkids.ca

555 University Avenue

Toronto, Ontario M5G 1X8

Programmer Analyst

March 1994 – April 1997

Responsible for Help Desk service and in-depth support for desktop computers throughout the wide-area network of Canada's premier pediatric hospital.

- ◆ Key member of small team supporting 2,500 users. Created web-based help documents, streamlined service procedures, enhanced Help Desk response times, established purchase standards.
- ◆ Key member during planning and implementing migration of 2,500 QuickMail users to Lotus Notes.
- ◆ Created in-house applications using HyperCard, AppleScript, Filemaker Pro, also custom software installers.
- ◆ Supported in-house web authors.

Technologies: Windows 95, Windows 98, Mac OS 7 – 9, MeetingMaker XP, Microsoft Office 97, Microsoft Office 98, Filemaker Pro, QuickMail, Eudora, Lotus Domino, Lotus Notes, Netscape 3 – 4, Internet Explorer, Helpdesk software, AppleScript, HyperCard, QuicKeys (macro utility).

Systems Engineer

March 1992 – March 1994

Standard Broadcast News

www.sri.ca

2 St. Clair Avenue West

Toronto, Ontario M4V 1L6

Responsible for in-house programming, network maintenance, and staff training at a national news service with a cross-country operations.

- ◆ Designed, installed and supported 84 node network in Toronto office, interfaced with legacy mini-computer systems.
- ◆ Created mission-critical applications for wire story creation and satellite transmission.
- ◆ Supported users of widely varying abilities across Canada.

Technologies: Mac OS 6 - 7, Microsoft Office, QuickMail, Eudora, AppleScript, HyperCard, NewsEdit, Retrospect, Terminal scripting.

