

John G. Cline

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Education

University of Illinois at Chicago **June 1995** **Chicago, IL**
B.A., English and Creative Writing

A+ Certified, March, 2001
iManage Certified System Administrator
Hummingbird Certified Administrator
PADI OWSI, 186026

Work Experience

Matrix Logic Corporation **March 2007 – present** **Novato, CA**
Engineer/Project Leader
Hummingbird DM Administrator

- * Clients include; The Department of Education, The House of Representatives, Harris Beach, Louisiana Pacific, Slevin Hart

Gardner, Carton and Douglas **April 2004 – February 2007** **Chicago, IL**

Application Specialist
Hummingbird DM Administrator
Legalkey Administrator
MacPac Administrator

- * Provides user support for large Loop law firm

Freelance Consulting **May, 2003 – Present** **Chicago, IL**

- * Provides web page design and development for local artists
- * Maintains and supervises Windows 2003 Servers for game server, including basic administration of the server once a week
- * Builds computers for people needing assistance with technology
- * Acts as a third party consultant for MK restaurant in Chicago, with computer issues

Ocean Encounters **January, 2003 – May, 2003** **Willemstad, Curacao,
Netherlands, Antilles**

PADI #186026 Dive Master/Assistant Instructor/Computer Consultant

- * Assistant Instructor for scuba diving classes
- * Guided tours of dive site, responsible for safety of certified divers
- * Maintained professional PADI standards throughout the dive shop
- * Maintained computers in dive shop and dive shop office (all hardware and software, including networking issues)
- * Maintained the dive shop web site
- * Designed ads for print media
- * Advised on all future computer purchases
- * Trained shop workers on software use
- * Insured security of documents for contracts and inventory

Mayer, Brown, Rowe and Maw **May, 2000 – November, 2002** **Chicago, IL**

Document Applications Analyst (July, 2001 - November 2002)

- * Worked with vendors and software developers to provide the firm with the latest document software

- * Managed iManage Databases with SQL 8
- * Developed strategies for the installation and integration of new software firm-wide
- * Tested new software from beta versions on to make sure they worked with firm systems on extensive levels
- * Purchased new software
- * Worked with users on high level issues with document applications
- * Developed training programs for training department for the new applications
- * Organized project details/plans and updated managers of project status
- * Created server setups for new software packages and created Zen Packages for these applications
- * Developed documentation and provided technical briefings when applications were released to support staff

Desktop Support Analyst Level 2 and 3 (May, 2000 – July, 2001)

- * Acted as primary computer/customer support for 1000 users, 95 percent deskside support, five percent phone support
- * Performed computer and software maintenance on Dell Desktops and Sony/Toshiba/Dell Laptops
- * Performed software and hardware installations and set up of all available software
- * Managed iManage Databases
- * Administrated Citrix servers
- * Created Crystal reports based on help desk statistics
- * Trained users in all software use, specifically Word 2000 and WordPerfect 9
- * Provided primary support for rollouts and server problems

Technical Skills

Operating Systems/Network Systems

Windows Vista, Windows XP, Windows 2000, Win98, Windows NT 4.0, Unix, Linux Redhat, FreeBSD, Macintosh 6.0+, DOS, registry writing, SAFA, Novell, Cisco, SQL, TCP/IP, Ethernet Setups

Law Firm Software

Hummingbird DM 5.1.0.5+, Legalkey, Legal MacPac, DTE, Interwoven Desksite (ICAS certified), iManage Document Management suit, DK Helpdesk, PcDocs/Docs Open, Documentum, Macro Development

Hardware

Manage, repair, build PC based systems, Palm Pilots, Scanners, Printers

Software Packages

Office 2000-2003 (Productivity Point Training Expert Level), Macromedia Suite(Director, Flash 5, Fireworks), SAS Programming (with diploma), Crystal Reports Version 8.0 (Productivity Point Training Intermediate Level), PageMaker 6.0, PcAnywhere, Palm Software (Intellisync, Palm Desktop), Laplink, McAfee Virus Software, FoxPro, Lotus 1-2-3, Quark, FileMaker, PhotoShopCS (PC, and LTE, Mac), Illustrator, Random Digit Dialing program setup and maintenance, Xdot, KE3, Hot Metal, Corel Word/Draw, Lotus Notes, WordPerfect, Dr. Divx, Adobe Premier, Adobe Acrobat Version 6, FTP programs, Sorenson, Nero Suite, Winzip, WinRAR.

Languages

HTML, CGI, Java, Visual Basic, DHTML.

Internet Programs

Netscape, Internet Explorer, Internet Programs/development, HTML Kit

References Available Upon Request