

Nicholas J. Behr

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Website designer combining a broad set of IT skills with a creative drive to design new thought provoking ideas and to blend mediums in original ways. A fusion of technical, organizational, and methodical problem solving skill of the IT industry with creative aspects of design, layout, color theory and construction offering a unique perspective to the creative world.

Academic Experience

Pursuing a B. A. in Website Development

International Academy of Design and Technology, Chicago, IL January 2007 to Present

Classes in website development, flash animation, image and video editing, digital photography, design composition, graphic illustration, typography, and digital audio.

Attained 114 credit hours towards a B. S. in Computer Science
University of Iowa, Iowa City, IA September 2000 to May 2004

Software Skills

High Proficiency in Adobe Photoshop, Illustrator, Flash and Dreamweaver

Very comfortable with HTML, CSS, Final Cut Pro, Adobe PageMaker and Protools

Experienced in JavaScript, ActionScript, MYSQL and Java

Windows XP/Vista/Server 2003, Mac OSX, and Linux Platforms

Website Development – portfolio available at nickbehr.com

MBX Group (www.nickbehr.com/MBX) – work in progress

Arapahoe Outdoors LC (www.nickbehr.com) – work in progress

Work Experience

Over 7 years of working in the IT world in a variety of industries. Specializing in Windows networks, servers, and computers. Have developed skill essential to success in the industry such as task prioritizing, methodical troubleshooting to solve complex problems, researching new technology to provide solutions, and the communication ability needed to gain project specifications and manage projects.

Fidelity National Financial: *System Administrator*

August 2006 to Present

Implement and administer Windows 2003 and 2000 servers, **1000+** Windows XP computers and network user accounts in a corporate environment. Prioritize and resolve up to 60 open and 30 new trouble tickets daily. Work with people in person and over the phone to gather prudent information for solving user issues and then research to develop new solutions to stream line daily processes.

Regularly communicate and coordinate with people across the country on projects.

- Upgrade server hardware and software components, including monthly patching process
- Install, upgrade and configure network printing, directory structures, rights, security, software and files services
- Perform software reporting and license management through SMS
- Configure Microsoft Live Communication Server to run with Nortel phone system
- Provide advanced customer services in support of over 1200 Microsoft desktops

Barnes & Thornburg LLP: *Desktop Support Technician* September 2005 to August 2006

Ensured the secure and efficient operation of the office's systems, networks, applications, databases, telecommunications, video conferences, end-user devices (PCs, laptops, PDAs, printers, phones) and associated equipment/infrastructure by receiving, prioritizing, documenting, and actively resolving end-user help requests.

- Maintained desktop software using Microsoft SMS and Novell Zenworks deploying .msi and other packages created with AdminStudio
- Configured and supported HP network printers and mobile computing devices (Blackberrys/BES setup, Treos, Windows Mobile Devices, Wireless and Bluetooth devices)
- Supported applications running through Web Citrix and Citrix Program Neighborhood
- Assisted attorneys in court with equipment setup

Hills Bank & Trust: *Computer Support Technician* May 2005 to August 2005

Served as the primary contact point for user support in a banking environment, responsible for managing calls and self service incidents in a mixed Wintel/Windows desktop environment.

- Resolved over 90% of issues without escalation or required assistance
- Responded to issues concerning Citrix application through Management Console
- Monitored, maintained Symantec anti-virus server and resolved clients infections
- Installed, updated, and patched network connections and Mitel telephone system

Aegon Insurance: *Software Integration Management* July 2004 to April 2005

Contracted on an Integration Management team to set up and test software, hardware, and drivers in preparation for production use on a corporate network. Also took part of the Windows XP deployment team responsible for transitioning and updating several thousand computers.

- Worked with users to test software prior to implementation on the network
- Created installation documentation

University of Iowa: *Desktop Support Technician* September 2000 to July 2004

Assisted in daily maintenance of a network containing over 250 computers, solving software and hardware issues for users and their desktop/laptop computers.