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**IT Technician**  
**A+ Certified**  
**Dell DCSE Certified**

**Job Skills:**

- Extensive knowledge of Windows XP (x86/x64), and a good working knowledge of Windows 2000.
- Moderate knowledge of Windows Vista (x64) as well as Windows 98/ME.
- Experience with various versions of RedHat Linux, including an intermediate to advanced knowledge of several versions of Fedora Core, and even some experience with Knoppix and CentOS 5.
- Extensive experience removing viruses, spyware, and other malware.
- Extensive experience helping users remove viruses, spyware, and other malware while communicating via e-mail and online forums.
- Moderate experience testing security solutions such as anti-virus and anti-spyware against 0-day malware.
- Extensive experience testing Malwarebytes' Anti-Malware to ensure effectiveness in removal of 0-day malware and rootkits.
- Extensive experience testing weekly builds of the Opera Web Browser and making the most out of its enhanced capabilities and security.
- Experience building desktop computers. My knowledge of cooling and airflow is also above average.
- Extensive knowledge of both desktop and laptop computers, and extensive experience in repairing both.
- Experience repairing both desktop and laptop PCs from Dell, HP, Compaq, Sony, Alienware, Gateway, eMachines, and Great Quality, as well as laptops from Toshiba and Fujitsu. Including access to Dell's DCSE website.
- Very good understanding of computer software and drivers, especially on Windows XP and 2000.
- Good experience in printer maintenance.
- Good understanding of computer networking (both wired and wireless) and related technologies and protocols such as TCP/IP, MAC addresses, 802.11g, and the OSI model.
- A decent understanding of Java programming for both desktop and server.

- Good with new software, as well as quickly figuring it out, and learning how to make use of it.
- Extensive experience in training others in various aspects of computers including basic operation, maintenance, repair, assembly, basic security concepts, and malware removal.
- A good working knowledge of HTML/XHTML and CSS.
- The ability to test webpages for compatibility on a wide range of web browsers including; Internet Explorer 5.5, Internet Explorer 6, Internet Explorer 7, Internet Explorer 8, Firefox, Opera, Konqueror, Safari, and Google Chrome.

## **Current Employment:**

### ***Malwarebytes***

Employed: December 2008 – Today

#### **Position: Technical Support**

- Assist end users with any errors or issues they have with the software.
- Analyze logs for users to determine if their computers were still infected.
- Help users to clean up their computers by writing scripts for utilities such as ComboFix and The Avenger.
- Suggest proper security setups for users who did not have working security software installed.
- Suggest alternate utilities for users who were scammed by rogue software or who had been tricked into using software that walks the line between rogue and legit.
- Beta test Malwarebytes' Anti-Malware as new versions were released to make sure that common issues had been addressed, and that new issues had not been caused by code changes.
- Test various security suites from companies such as McAfee, Symantec, and Microsoft to ensure that their software played nice with Malwarebytes' Anti-Malware.
- Make suggestions to the developers on improvements and additions to the software that are needed.

## **Self-Employed:**

Private Consultant

Dates: November 2008 – December 2008

#### **Computer/Network Services**

- Build new mid-range or high performance computers with better-than-average cooling, and a slightly longer projected lifespan.
- Optimize installations of Microsoft Windows (including Windows XP Home and Professional,

Windows 2000 Professional, Windows 98/ME, and the new Windows Vista).

- Remove spyware/virus infestations and set up more secure, more efficient, and lower cost anti-virus solutions.
- Diagnose and repair/replace faulty computer hardware in both desktop computers and laptops.
- Setting up Linux based computers to act as redundant file storage.
- Setting up both standard 10/100/1000 wired networking, and wireless networking.
- Increasing security on wireless networks by use of advanced WPA/WPA2 encryption, MAC address filtering, and AP isolation.

## **Former Employers and Responsibilities:**

### ***Go2IT Group***

1505 Kansas Ave.  
Lorain, Ohio 44052

Phone: 1-866-424-1233

Employed: October 2008 – November 2008.

#### **Position: IT Technician**

- Install, image, and configure PCs for the new IBM-Philips call center in Indiana.
- Test software configuration and phones before going live to make sure everything was working.
- Help new call center personnel with login issues on their first day.

### ***CompuCom***

7171 Forest Lane  
Dallas, TX 75230

Phone: (972) 856-3600

Employed: October 2007 – August 2008.

Manager: Mark Belenger

Direct Supervisor: Roy Wineinger

#### **Position: Field Technician**

- Install and maintain computers and printers for prominent companies in Indiana.
- Reimage computers and migrate user data.
- Diagnose and repair hardware and software issues.

- Update and close work orders as work is completed.
- Manage my day to get to as many client locations as possible.

### ***Fry's Electronics***

9820 Kincaid Dr.  
Fishers, IN 46038

Phone: (317) 594-3101

Employed: April 4th 2005 - May 10th 2006

Manager: Mark Hernandez

#### **Position: Technician Supervisor**

- Training technicians in both software and hardware knowledge and repair.
- Updating utilities disks (such as BartPE) to ensure current versions of anti-virus and anti-spyware software.
- Running reports and checking to ensure that paperwork was being done properly.
- Checking to make sure that customers' computers were being repaired properly, and on time.
- Making sure that technicians cleaned up their work area before leaving for the day.
- Making sure that all tools and equipment, including any customer owned devices or computers that were portable, were locked up before closing down for the night.
- Helping technicians get their work done, and deal with customers.
- Provide assistance to customers with opportunities, and make sure that they were taken care of.

#### **Position: I.S. Technician**

- Performing periodic preventative maintenance on all computers and printers in the store.
- Repairing any broken computers in the store, and managing internal support requests.
- Making sure that all of the computers in the store had the latest virus definition updates for McAfee Enterprise Edition, and that all computers had the latest updates from Microsoft installed.
- Helping other technicians with their work when I was not busy.

#### **Position: A+ Certified Technician**

- Helping customers by trying to quickly determine their computer's problem before checking it in for repair.

- Doing software and hardware diagnostics on any brand of computer to determine the cause of its problems.
- Replacing hardware in any brand of desktop or laptop computer (including Apple).
- Building new computers to the customers' specifications, and with better-than-average cooling.
- Installing any version of Microsoft Windows, as well as various flavors of Linux.
- Working with various types of RAID, and installing operating systems on RAIDed hard drives.
- Performing virus and spyware removal.
- Doing data backup and recovery off of functioning hard drives.

### ***Escrow & Title Services***

50 S. Meridian St. Suite 600  
Indianapolis, IN 46204

Phone: (317) 681-6090

Fax: (317) 681-6091

Employed: Approx. March 2004 - April 2005

Supervisor: Jamie Lyons

### **Position: Title Searcher**

- Search for history of property ownership to verify current title.
- Search for any conditions (such as easements, unpaid taxes, and judgements) which need to be mentioned as exceptions in the Title Insurance policy.
- Get copies of all documents (within a 30-50 year period) that could affect property ownership.
- Record documents with County Recorder's Office which pertain to a new policy, and need to be on public file (such as a new mortgage).
- Deliver important documents to offices in the down-town area.

### **Education Level:**

- High School diploma from Indiana University.
- Java Programming certificate from IUPUI.