

## Carlos V. Acevedo

1601 Broad Crossing Rd  
Charlottesville, VA 22911

(434) 760-0990  
carlos@acevedo.cc

### RELATED PROFESSIONAL EXPERIENCE:

#### **Albemarle Charlottesville Regional Jail** - Charlottesville, VA. - June 2002 - July 2015 **Systems Analyst (Part time)**

- Installed, maintained and troubleshot network infrastructure.
- Created Forms and instructions.
- Set up, configuring and maintaining AD, DHCP, Antivirus, Application and Print servers.
- Configured new users on email and Windows 2008 Active Directory server.
- Configured and deployed Trend Micro Office Scan workstation and server antivirus software.
- Created and updated Visio network drawings, logical, physical & connectivity (copper & fiber).
- TimeTraks (time card system) add/remove employees, weekly updating and closing time periods.
- Designed Volunteer database (Access) and Intranet website (HTML, CSS and FrontPage).
- Designed Employee, Volunteer and Concealed Weapon ID's.
- Took photos, printed ID's, added data to database and intranet.
- Daily use of a ticketing system Track-It for all Help Desk calls and Asset Inventory.
- Trained end-users in the use of hardware and software.

#### **Video Gaming Technology** - Ruckersville, VA. - January 2011 - December 2012 (company relocated to TN) **Support Systems Administrator II**

- Provided oversight and assistance in the monitoring and maintenance of over 160 circuits, with over 20,000 essential casino systems.
- Used ticketing system, Active Directory, WhatsUp Gold, and many other tools to support users, servers, and workstations located throughout the nation and Mexico.
- Created a workflow document to coordinate and schedule both preventative and corrective maintenance, with same-day acceptance and adoption. Immediate benefits were derived and critical errors avoided.
- Led multiple department efforts during upgrades, replacements, and other maintenance-related tasks.
- Leveraged SharePoint 2010 to improve intra-department communication and process improvement.
- Prepared system reports and metrics, tracked issues and trends, and monitored equipment status.

#### **Ace Computer Enhancements** - Charlottesville, VA. - June 1992 - January 2011 **Owner & Operations Manager**

- Delivered all levels of support, troubleshot and fixed issues from desktop to LAN closet.
- Set up, installed, maintained and upgraded all clients systems and network infrastructure.
- Configured and maintained 2003 Servers, set up users on email and Windows 2003 AD server.
- Created, and updated Internet and Intranet web sites with FrontPage and HTML.
- Trained Clients on the use of hardware and software.

#### **McGuire Woods, LLC (Apex System)** - Charlottesville VA. - October 2006 - October 2007 **On Site Technician** (contract position via Apex Systems Richmond)

- Second level support, break / fix, troubleshooting.
- Installing and upgrading office from Windows 2000 to XP Professional.
- Training Clients on the use of Hardware and Software.
- Daily use of a ticketing system for all Help Desk calls.
- Assisted Network Engineering with troubleshooting connection issues to main office (Richmond).

### EDUCATION:

- **Piedmont Community College** – Charlottesville, VA. - 2013 - Present  
**92 Credits 3.83 GPA** - Networking Essentials, Web Design CSS. Microcomputer Operating systems (A+ prep), Intro to Network Concepts (Network+ prep), Network Security Basics (Security+ prep), Network Attacks, Computer Crime and Hacking (Certified Ethical Hacker prep), Protocols and Communications TCP/IP (IPv6) - Hurricane Electric IPv6 Certification - "Sage" (Top Level)
- **Nortel Networks** - IPT InterPacket WAN and Sonet Optera Metro 3000 Series Multi-Service Platform OAM&P
- **RRTC Technology Training Institute** - Microsoft Windows NT 4.0 Core Technologies.

**EDUCATION: (cont.)**

- **Framatone Technologies, Inc.** - Microsoft Windows NT 4.0 Workstation Configuration & Novell Administration.
- **Suburban Technical School** - Digital Computer Technology - Graduated First in Class.
- **Board of Cooperative Education** - Technical Electronics I & II - Received Outstanding Student Award in Industrial Electronics.

**TECHNICAL SUMMARY:**

**Operating Systems / Software Applications / Hardware:**

- Microsoft DOS (2.x – 6.22)
- Windows 3.X, 9X, ME, 2000, NT 4.0, 2000 Pro & Server, Vista, 7, 8, Server 2003, 2008
- Office 97, 2000, XP, 2003, 2007, 2010, 2013
- Trend Micro Enterprise Antivirus
- Microsoft Office – Access, Excel, PowerPoint, Word & Publisher (XP, 2003, 2007, 2012 & 2013)
- FrontPage 2003, 2007
- Visio 2003, 2007, 2010
- Nortel Networks Helmsman, NetID
- Basic knowledge of ARCserve 2000
- Laptops, Desktops, Servers
- Nortel Networks Switches
- Basic Knowledge of Cisco Routers
- Audio Video equipment (LCD, LED projectors, TV's etc.)
- Positron, Atmosphere, Nortel Networks Optera 3000, ATM & IPT (Knowledge of SONET)

**Skills / Community Service:**

Languages: English / Spanish fluency

Volunteer Firefighter (20+ years retired)

Jaycees Charlottesville Chapter: former Individual Development Vice President (IDVP)

**References:**

Will be furnished upon request.