

Kenneth Yorke

Boynton Beach, FL

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CyberCare Technologies

12/2000-8/2003

Boynton Beach, FL

Network Administration Assistant

- Worked with all layers of Enterprise Systems Management, including Networks, Systems, Databases, and Applications
- Worked with software development team to provide enhancements and patches
- Actively participated in development of new products
- Administered Microsoft Exchange 5.5 with multiple sites and domains
- Basic troubleshooting: passwords, network connectivity, recovery of files
- Remote VNC, telephone & email support to telemedicine users 24/7
- Tracked technical support issues
- Site Surveys, configured Touch screens Monitors
- Help Desk-Supported 90 workstations , Set up Servers and Telephones
- Configuration of Cisco Routers, Ghosting protocol, VPN technologies, VNC
- Built , upgraded and fixed Intel based computer systems and Telemedicine Computers
- Traveled to client sites to install Telemedicine systems
- Responsible for enterprise tape backup system using Veritas 8.5
- Provided demonstrations of Telemedicine systems at Conventions for investors and prospective clients
- Trained doctors, technicians and other telemedicine users at client sites

Note: CyberCare is a network-based Telemedicine company. The company's Electronic House Call System provided remote monitoring of patients' vitals and real-time interactive communications between chronically ill patients and providers .The information was transmitted using standard telephone, ISDN and DSL lines, and cable (Internet and intranet). CyberCare is a global company supporting 100 plus users.

Internet Freight Services

4/1998-12/2000

West Palm Beach, FL

Technical Support Representative II

- Technical support and product assistance
- Configured Modems for customers
- Accessed IFS database system by Internet
- Provided training for technicians plus in-house hardware support
- Tracked product performance by maintaining database of customer information
- Maintained files of comprehensive software and hardware problems
- Assisted in product development process,
- Tested new products to resolve software errors or recommend improvements or enhancements requested by customers prior to future releases

Circuit City Corporation

9/1996-4/1998

Boynton Beach, FL

Sales Counselor

- Sales and installation of computer systems and home theater systems
- Responsible for electronics department merchandising displays

Video Tape Supply Company 11/1994-3/1996

West Palm Beach, FL

Operations Manager/Sales Manager

- Downsized a videotape manufacturing facility
- Reduced staff while increasing production
- Acquired major new accounts with Nickelodeon, Disney, and MGM Studios Orlando, FL
- Introduced new marketing strategies using Web Site and email
- Managed sales of computer video editing facility
- Duplicated videotapes and CD ROMs

Barbizon Delta

11/1989-06/1994

West Palm Beach, FL

Broadcast Engineer / Account Representative

- Sales of lighting, special effects and photographic equipment to theaters, television, and motion picture studios
- Submitted bids for government, medical and educational contracts

Education

Brooklyn College, Communications Curriculum

Professional Licenses & Affiliations

- FCC Radiotelephone Operator, PG-2-18022, since 1985
- Society of Motion Pictures and Television Engineers, since 1989

Additional Experience/Knowledge

- Office 2000/XP Windows NT4, Word, Excel, PowerPoint, Goldmine 5, Ghosting protocol, VPN, VNC, PC Anywhere
- Windows NT4 Administration, Microsoft Exchange Server 5.5, configuration of Cisco Routers, Veritas 8.5 tape backup systems, Citrix Meta frame Server 1.8
- Built, upgraded, and fixed Intel-based computer systems
- TCP/IP networking, IT operations
- Basic troubleshooting (password log in issues, network connectivity, and printing problems.)
- Strong analytical and communication skills
- Strong customer service skills
- Ability to work efficiently and effectively with clients, co-workers and other infrastructure systems staff; Flexible and able to multitask