

Jason Bassford

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Objective

I am looking for a position that will let me make use of my writing skills and allow me to provide creative analyses of learning mechanisms and communication dynamics in a technical field. I wish to work with a team of like-minded, goal-oriented, colleagues in an environment that encourages creativity, individuality, and idea sharing. The work should be challenging, but fun and fulfilling at the same time.

Employment History

- 2004- VMware Canada, Inc.
Senior Technical Support Engineer
- Founding member of the Burlington Hosted product team.
 - Phone and email support for business clients.
 - Team lead and escalation engineer for the Hosted, Install / OS, AIM, and Enterprise Desktop teams.
 - Interview team member.
 - Developer and presenter of customer focused soft skills training material.
 - Knowledge Champion and member of the original KCS knowledge base initiative.
- 2003-2004 Microsoft (Volt)
Network Support Engineer
- Worked at **Microsoft Canada**'s Matheson office. Phone support for business clients with networking problems.
- 2002- Inferno Enterprises
President
- My own consulting company. Providing networking and installation support to clients.
- 2001-2002 MicroAge
Systems Engineer
- Network consultant to Fortune 500 clients in the banking and government industries.
 - Documented and implemented the migration of a disaster recovery site, with its own set of clients, from a Token Ring infrastructure to Fast Ethernet.
 - Packaged and tested automated installs of workstation applications at a government site using WinInstall.
 - Team member on Canada wide NetWare 4.1 to NetWare 5.1 upgrade project for a banking company.
- 1997-2001 ZENON Environmental
Systems Manager
- Network administration of NetWare, NT, and UNIX LAN and WAN systems, routers, phone switches, voicemail, ethernet cabling management, company email, and Intranet Web site.
 - Technical manager of IT department.
 - Input to budgetary processes, including identification and costing of upcoming projects.
 - Core technical team leader of BaaN CIS system for head office and remote North American offices
- 1994-1997 Nicholls-Radtke Ltd. (Aecon)
Systems Integrator
- Network administration of NetWare and UNIX LAN and WAN systems.
 - Technical co-ordinator of IT support staff.

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Technical Skills

- ❑ Windows 3.1, 95, 98, 2000, XP, Vista, 7
- ❑ Windows NT 4.0, 2003
- ❑ NetWare 3.x - 5.x
- ❑ Linux (RedHat, Fedora)
- ❑ UNIX (SCO, Solaris)
- ❑ MacOS
- ❑ Workstation 4.x – 7.1
- ❑ GSX 3.x - Server 2.x
- ❑ ESX 3.x - 4.x
- ❑ BaaN IVc4 / NT
- ❑ Exchange 5.5
- ❑ Informix 7.23, Oracle 8.0
- ❑ Livelink 8.1.5, IIS, Apache
- ❑ Safari Report Writer 3.0
- ❑ WinInstall 2000
- ❑ Microsoft Office 4.2 – 2010
- ❑ Microsoft Access 97 - 2000
- ❑ DBase, Paradox, Foxpro
- ❑ Meridian Option 11c PBX
- ❑ Octel 250 Voicemail
- ❑ Toshiba DK280 Phone Switch
- ❑ Toshiba Strategy Voicemail
- ❑ Cisco CIOS, Ascend Routers
- ❑ ISDN, Frame Relay
- ❑ TCP/IP, DNS, DHCP, PPP, VPN
- ❑ Ethernet, Token Ring, Localtalk
- ❑ HTML, Procmal, Sendmail
- ❑ Visual Basic, 'C'

Volunteer Work

2002-2010

Software QA

- Contributions to testing of the Mozilla (open source version of Netscape) browser project.
- Moderator of the MozillaZine "Mozilla Builds" discussion group.

1993-1995

The Toronto Free-Net

Administration

- Co-Chair of the Universities and Schools Working Group.
- Solicited and organised information from educators and institutions within the academic community, placing the information within the context of the Free-Net structure, and reported Working Group progress to the Information Resources Committee.
- Maintained the menu structure that was presented to the public viewing the "School District" section.
- Participated in decision making policies of the Free-Net as a whole.

1993

Software Development

- Distributed as "Shareware" (non-commercial) a utility I wrote for use with OLX, a popular off-line mail reader for users of computer bulletin board systems.

Educational History

University

Trent University, Peterborough, Ontario (1986-1991)

- Ontario Scholar: Admitted on the Trent Scholarship program.
- Received Honours B.A. in Philosophy.
- On the Dean's Honours List.

Certification

- **CNA** (NetWare 3), **CNA** (NetWare 4), **VCP** (ESX 2.x), **VCP** (VI 3), **RHCE** (RHEL 5)

References

Available upon request.