# Sample work

## Company: Positronic Industries, Inc.

### Training documentation

- **IT Help Desk Training (August 2015).pdf** – The outline of virtually all knowledge related to support and administrative operations of the department to the company that I put together, and used to train my department prior to departing from the company

- **GoToMeeting Training.pdf** – Used to train a dozen employees in a meeting involving personnel from Human Resources, Executive, Accounting, Sales, Special Projects, and IT

### Cost analysis

- **Cost Analysis - Swap CMB_LZ.P164 and CMB_MF.P20.pdf** – A cost analysis I performed to see if it would be worth replacing a small laser printer (CMB_LZ.P164) with a networked multi-function copier (CMB_MF.P20)

- **Printers_CostAnalysis_20130523-1606.pdf** – An older cost analysis I performed on two printers to show it would be worth replacing both with a heavier duty printer

- **LiquidFiles.pdf** – A comparison that I performed against an expensive file transmission software that we already have versus a significantly less expensive and more effective solution

- **AVG Internet Security non-Business Cost Analysis.xlsx** – We were using consumer-grade anti-virus and here I show the trend of how often and how many licenses we have purchased and will need to purchase. My futue projections happened to be quite accurate with the future

- **RFFlow Volume Discount Analysis.png** – We used RF Flow as a cheaper alternative to Microsoft Visio and here I shown that it would be most cost effective for us to be buy in quantities of 6 and 25 licenses at a time

- **Analysis of Positronic SSL Certificates.pdf** – An old analysis of all the SSL certificates and how we can reduce our annual costs through elimination of obsolete certificates and consolidation of different SSL types into fewer wildcard SSL certificates

### Miscellaneous documentation

- **Web Transfer User Documentation.pdf** – User document on how to access and use the WS_FTP Server installation for transmitting files larger than 35 MB or with encryption to customers (and vice versa)

- **Accessing the Barracuda E-mail Archiver.pdf** – User document on how to access and use the Barracuda Message Archiver to access old e-mail messages

- **Considerations when determining pools for FusionFaction.docx** – A document of virtually all the software we used in our organization, how we should've carve out VMware View pools, and points to consider if carving out pools in a different way

- **Positronic_PrinterInfoCard.png** – 5x5 placard that I designed and that we stuck on to the front of every printer, copier, and document scanner at our facilities to inform users and as a strategy of implementing policy; this was a project that I started and completed

- **Renewing SSL Certificates (eCommerce, Ticket 21597).docx** – Documentation on renewing and reinstalling an SSL certificate for an in-house hosted IIS-based website on a server in our DMZ

- **Thoroughly Disinfecting a Computer.pdf** – Procedures for technicians on how to handle an infected laptop/desktop PC

- **Computer Staging Procedures.pdf** – Procedures for staging a computer for deployment

- **SuperLab9000.pdf** – Documentation of a lab I put together

## Conference events & room documentation

- **20121130_ConferenceEquipment_Diagram.pdf** – A/V wiring diagrams of major conference that happened in 2012
- **Ticket11706.png** – Video wiring diagram of major conference that happened in 2015
- **Skype Conference Room Documentation.pdf** – Hookup illustrations and usage instructions for users; printed on 11x17 Tabloids and hard laminated; each conference room has a set of these

## Company: Data Imaging Supplies & Dream Grower Plants

- **Acronis Images of Computers.pdf** – Documentation of how computers are staged and imaged with Acronis TrueImage
- **E-mail & Chat Configuration Settings.pdf** – Documentation of how to configure e-mail on Microsoft Outlook and Mozilla Thunderbird, and Pidgin for chat
- **ServerRoomDiagrams_20140919-1909.pdf** – Documentation of electrical, network, and misc wiring of the server room