

# Richard A. Gouette

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## Qualifications

- Fifteen years as an IT professional in a variety of settings.
- A progressive career path, showing increasing levels of skill and responsibility
- Proven experience over a broad area of technologies, such as application/system support, administration, distribution, repackaging, data/string manipulation.

## Experience

### **Maine Medical Center Portland, ME Programmer/Analyst, 10/2006- Present**

\*See Maine Medical Center below

### **Waldo County Healthcare System Analyst 8/2006-10/2006**

- Assisted in CITRIX configuration of TIGER EMS System
- Performed Analyst functions as needed
- Developed an automated process for Exchange/Domain/UNIX account creation

### **Maine Medical Center Portland, ME Programmer/Analyst, 1998-8/2006**

- Helped with implementations of Sunrise Clinical Manager, WORx Pharmacy, MS Office (multiple versions), and others
- Provide multiple levels of software and end user support for the community at MMC
- Develop tools for various IT functions such as text/data/file manipulation and data reporting
- Manage projects assigned, and maintain records accordingly
- Work with various departments to establish and maintain a common desktop environment, including a locked-down PC scheme
- Use various repackaging, management, and development tools to distribute various products to the enterprise
- Develop/implement System Policy for workstation/user management
- Configure objects in Novell Directory Services, manage user rights
- Developed a remote software distribution plan

**EDM Inc. Gorham, ME****Systems Administrator, 1998-1998**

- Administered the computer system, overseeing all system functions
- Provided software/network support(Win 2000/TCP/IP/peripherals)
- Developed an access database (97)
- Fabricated cabling as needed (Ethernet CAT5)

**Vanstar Corp. Portland, ME (Fairchild Semiconductor)****Senior Field Engineer, 1996-1998**

- Provided 2<sup>nd</sup> tier support for the helpdesk
- Performed desktop troubleshooting/support for Macintosh and PC: desktop/laptops
- Emphasis was on software support as well as network connectivity
- Supported platforms include: Win31\95\NT, and Macintosh OS 7.X-8.0

**Coastal Computer Center Portland, ME****Computer Technician, 1995-1996**

- Provided customer support throughout the greater Portland area
- Repaired/upgraded various Macintosh and IBM compatible computers and peripherals
- Performed bench repairs and work the front counter as well as maintain a van service route
- Trained new technicians

**Computer Center Software Falmouth, ME****Hardware Implementation, 1992-1995**

- Installed various UNIX midrange CPU systems and associated peripherals
- Installed and configure modems, multiplexors, and printers
- Connected remote sites to host system

**United States Navy, 1986-1992**

- Assigned to the avionics department
- Performed routine and preventative maintenance
- Performed Quality Analysis inspections
- Troubleshoot and maintained aircraft weapons systems

**EDUCATION**

Sentillion SSO Primer: Writing and Supporting Bridglets for SingleSignOn(2005)

Course completion: Repackaging and Migration using AdminStudio 5.5 (2004)

Course completion: Implementing Windows 2000 (MMC custom class) (2002)

Course completion: Implementing Windows 2000 (2001)

Course completion: Novell 4.11 CNA, Certification Awarded (1999)

Course completion: Windows NT Core Technologies (1998)

Course completion: Compaq Certification (1996)

Course completion: Novell 3.X CNA class (1996)

Diploma, Windham High School (1986)

Diploma, Electronics Technology Years Attended (1988-1989)

C.I.E.

Journeyman Certificate (1990) National apprenticeship program

Windham High School Windham , Maine

## **SKILLS / ACCOMPLISHMENTS**

Experienced in a variety of software packages, such as Microsoft Office products, communication products, terminal emulation, Internet applications/browsers/utilities. Installshield Admin Studio and repackaging. MS Access development, Winbatch, Microsoft SMS, SQL, Visual Basic.NET, Linux, Frontpage. Works very well with customers.

- Packaged and deployed several key applications at Maine Medical Center (MMC), such as OfficeXP, SCM, Voyager, misc. patches/updates, etc.
- Configured two difficult applications to run successfully in a CITRIX environment at MMC.
- Established remote application distribution methodology at MMC.
- Developed Peer Review, and Post ghost applications for departmental use.
- Participated in operation Desert Storm.