

PAUL ABREU
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Objective

To seek a challenging position where I can use my experience and skills to support and increase company goals.

Skills

Perl, PHP, MySQL, Apache, HTML,SMTP, DNS
Linux, BSD, Solaris(6/7), Windows 9x, Windows NT 4.0

Experience

Monkeydreams *June 1999 –June 2003* *Consultant/Web*
developer *New York, NY*

- Freelance web developer.
- Responsible for reviewing and refining client specifications; designing, developing and testing web-based applications; providing technical assistance and bug fixes.
- Designed online catalog system for company sites. In PHP they had web-based backend for site administration.
- Developed, design and implemented an online order tracking system which reduced phone support incidents. Utilized PHP/MySQL with user authentication and provided a web-based administration page for site owners to update information.
- Specified, implemented and tested database backend for a multi-user Macromedia Director project. Setup small test network to insure data integrity.
- Updated and reconfigured client Windows-based LAN: installed and configured firewall, reconfigured their Linux-based SMTP/POP3 server, installed NT based tape backup and software for automated backups.

Spacelab.Net/Verio *November 1995 - June 1999* *Systems*
Administrator/Technical Support *New York, NY*

- Responsible for providing dial-up/dedicated technical support via phone and e-mail; daily e-mail,DNS, and web-server maintenance and monitoring.
- Configured and maintained SMTP and POP3 servers
- Configured and maintained web servers: set up virtual servers, script permissions, resolved customer support problems.
- Maintained primary and secondary DNS servers: setting up hosted domains, allocated IP subnets.
- Wrote configuration how-to's for dial-up customers.
- Wrote technical support documentation for support team. Wrote online support/configuration web pages.
- Wrote support utilities for system maintenance and user administration.
- Troubleshot network connectivity problems for dial-up users (modem, ISDN) and dedicated clients (Frame Relay, T1).

CRC Data Systems *August 1995 - November 1995* *Technical Support*
Representative *New York, NY*

- Telemarketing software firm.
- Responsible for helping clients maintain business critical systems.
- Troubleshoot scripts and data for clients and in-house users.

Education

City College of New York Jan 1988 - June 1994 Bachelor of Science, Computer
Science New York, NY