

# Triona Guidry

information technology specialist

P.O. Box 69  
Cary, Illinois 60013  
(847) 540-5938 fax (847) 462-1475

triona@guidryconsulting.com  
triona@trionaguidry.com

www.guidryconsulting.com  
www.trionaguidry.com

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## Disciplines

- Technical Support
- Networking
- Systems Administration
- Security
- Disaster Recovery
- Information Technology
- Consumer And Small Business Support
- Web Design
- Training
- Freelance Writing

## Awards

2003, 2006, 2007, 2008 Better Business Bureau Complaint-Free Award  
Guidry Consulting, Inc.

## Education

1991-1994 **Northwestern University**, Evanston, Illinois  
Computer Studies, College Of Arts And Sciences

## Work Experience

2001-present **Guidry Consulting, Inc.** [www.guidryconsulting.com](http://www.guidryconsulting.com)  
President Cary, Illinois

Provide computer services for business and home users including tech support for Windows clients (95, 98, NT, 2000, XP, Vista), Windows Server (NT, 2000, 2003, 2008), Mac clients (System 6, 7, 8, 9, and Mac OS X), Mac OS X Server, Novell NetWare, UNIX, Linux, and more. Provide systems administration, networking, and security. Also provide web development including graphic design, site creation and maintenance, search engine optimization, and Web 2.0 technologies like blogs and social networking. Perform all tasks related to the business including administration, accounting, and marketing. Guidry Consulting, Inc. is the incorporation of my sole proprietorship (see Eclipse Consulting).

2001-2002 **College of Lake County** [www.clcillinois.edu](http://www.clcillinois.edu)  
Part-Time Faculty, Computer Information Systems, Business Division Grayslake, Illinois

Instructor for *PC Operating Systems* (for the A+ certification exam) and *Introduction To Local Area Networks*. Developed all course materials including syllabi, lectures, handouts, labs, homework assignments, projects, tests and exams. Mentored students pursuing careers in information technology.

1998-2001 **Eclipse Consulting** [www.guidryconsulting.com](http://www.guidryconsulting.com)  
President Lake Zurich, Illinois

Provide tech support, network administration, web design, and training services for corporations, small businesses, and home users (see Guidry Consulting, Inc.).

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1996-1998     **Northwestern University**     www.mccormick.northwestern.edu  
**McCormick School Of Engineering And Applied Science**     Evanston, Illinois  
Dean's Office Network Administration Supervisor

Managed mixed-platform environment with Windows NT, UNIX and NetWare 3.x/4.x servers and Windows 9x/NT, Macintosh, and UNIX clients. Tasks included 24/7 emergency support, design and implementation of integrated backups, routine maintenance, systems security and intruder detection. Created help desk department providing telephone, email, and in-person support, with a database-driven call tracking system and intranet web site. Supervised support personnel. Created policies, departmental support strategies, and training with custom-designed classes and related documentation. Funded by a multi-million dollar grant from Hewlett-Packard, created four 20-workstation computer labs with Windows NT mirrored servers and dedicated WAN-based backup system. Deployed servers and client workstations, provided general technical support. Member of Northwestern University IT security team NU/CERT.

1996     **ScottForesman/AddisonWesley Publishers**     www.pearson.com  
Technical Support Supervisor, Sales Dept.     Glenview, Illinois

Managed support desk for 300+ sales personnel in remote offices nationwide, using Windows 9x and Macintosh laptops. Supervised support team. Generated procedural manuals for technicians and company-wide hardware and software standards.

1995-1996     **ScottForesman/AddisonWesley Publishers**     www.pearson.com  
Technical Support Specialist, Sales Dept.     Glenview, Illinois

Assisted in creation of support desk for sales personnel nationwide, using Windows and Macintosh laptops. Created database system for call tracking, hardware inventory, and software licenses. Organized configuration and deployment of equipment. Provided tech support and emergency support. Developed training classes for Windows 9x and Macintosh systems. Managed NetWare-based system for custom book tracking, including beta-testing and documentation.

1994-1995     **ScottForesman/AddisonWesley Publishers**     www.pearson.com  
Technical And Internet Specialist, Publishing Technology Dept.     Glenview, Illinois

Planned Internet connectivity solutions for Windows and Macintosh computers. Developed company-wide policies and Internet software standards. Created course curricula for IT staff and end users on dialup procedures, Internet use, email and web browsing. Provided help-desk tech support for Windows and Macintosh systems. Configured and deployed PC and Macintosh equipment.

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1993-1994 **Northwestern University** [www.it.northwestern.edu](http://www.it.northwestern.edu)  
**Academic Computing And Network Services** Evanston, Illinois  
Assistant Workstation Administrator

Aided in administration of UNIX workstations, including AIX, HP-UX, and NeXT computers. Monitored security and aided FBI investigations of hacker activity on campus network. Supervised backups, performed routine duties, installed and upgraded software. Managed mirror site for Macintosh shareware software. Consultant for Northwestern community on computer use, setup, and networking.

1991-1993 **Northwestern University** [www.it.northwestern.edu](http://www.it.northwestern.edu)  
**Academic Computing And Network Services** Evanston, Illinois  
Senior Student Consultant

Provided technical support for 15,000+ users in mixed-platform environment consisting of Windows, Macintosh, and UNIX systems. Supervised group of 8-10 student consultants. Diagnosed network problems across campus WAN. Provided telephone and walk-in support for all computer labs on campus. Wrote training documentation for IT staff and end users. Configured and deployed systems for use in labs. Performed backups for UNIX, NetWare, and VAX systems.

## Affiliations And Volunteer Positions

2007-present **Cary Grove Chamber Of Commerce** [www.carygrovechamber.com](http://www.carygrovechamber.com)  
*Member* Cary, Illinois  
*Speaker, Learn From The Experts Computer Series*

2003-present **Better Business Bureau** [chicago.bbb.org](http://chicago.bbb.org)  
*Member* Chicago, Illinois

2001-present **Business Networking Group** [www.bngonline.org](http://www.bngonline.org)  
2007-2008 *President* Mundelein, Illinois  
2002-2004 *Vice-President*  
2004-present *Webmaster and Mailing List Administrator*

1999-2005 **Lake Zurich Area Chamber Of Commerce** [www.lzacc.com](http://www.lzacc.com)  
*Member* Lake Zurich, Illinois

2000-2001 **DigialEve** Seattle, Washington  
*Interim Co-Leader, Chicago Chapter*  
*Systems Administrator For International Systems*

2000 **Chicago Webgrrls** Chicago, Illinois  
*Northwest Suburban Membership Liaison*

2000 **webChicago 2000** Chicago, Illinois  
*Volunteer*

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## Platforms And Skills

### *Operating Systems*

Windows 9x-Vista  
Windows Server  
Microsoft Exchange  
Mac System 6-9  
Mac OS X  
UNIX  
Linux  
Novell NetWare  
Solaris

### *Networking & Security*

Internet Technologies  
Systems Administration  
LAN/WAN  
Firewalls  
Antivirus/Anti-Spyware  
Intrusion Detection  
Disaster Recovery

### *Business Tools & Web Design*

Microsoft Office  
Adobe Acrobat  
HTML and XML  
CSS  
Adobe CS4 Suite  
FileMaker Pro  
Search Engine Optimization  
Blogs and Social Networking

## Testimonials

“Triona Guidry has been a lifeline for our organization. From personal computers to re-routing server connections, she does it all. When we have a problem or an IT-related project, we know we can count on her to do an excellent job. Unlike many IT pros, she has great people skills, and has a level of patience, empathy and compassion rarely seen.”

– John O'Connor, Vice President  
McKnight's Long-Term Care News and McKnight's Assisted Living (Haymarket Media)

“We are very impressed with the service. She... has even made house calls to ensure that we can access our information from off-site locations. Triona Guidry has gone above and beyond to ensure that our equipment and network are up to date and operating properly.”

– Kara Barnett, Asst. Product Manager  
Bridgestone Industrial Products America, Inc.

“I had recently purchased a home computer... because she is so efficient, she was able to do the set up and teaching in a fraction of the time.”

– Jan Pauga, Consumer

“[M]any users and companies don't have... a Triona around.”

– eWeek Magazine

*Additional references available upon request*