

DESKTOP SKILLS

ADOBE

CS6

Adobe Illustrator CS6
Adobe Photoshop CS6

CS5

Adobe Illustrator CS5
Adobe PhotoShop CS5

CS4

Adobe Dreamweaver CS4
Adobe Flash CS4
Adobe Illustrator CS4
Adobe Photoshop CS4

CS3

Adobe Dreamweaver CS3
Adobe Flash CS3
Adobe Illustrator CS3
Adobe Photoshop CS3

ADOBE ACROBAT

Adobe Acrobat

APPLE

Mac OS X Leopard Desktop
Microsoft Entourage 2008
Microsoft Excel 2008
Microsoft Powerpoint 2008
Microsoft Word 2008

BASIC COMPUTER TRAINING

Introduction to Computers
Introduction to the Internet

COREL

Corel WordPerfect X3

IBM

Lotus Notes 8

Intuit

Intuit QuickBooks 2013

Intuit QuickBooks 2012

Intuit QuickBooks 2011

Intuit QuickBooks 2010

Intuit QuickBooks 2009

Intuit QuickBooks 2008

Intuit QuickBooks 2007

MICROSOFT

Office 2013

SharePoint Designer 2013

Outlook 2013

PowerPoint 2013

Word 2013

Access 2013

Excel 2013

Project Professional 2013

Business Contact Manager 2013

Office 2010

Microsoft Visio 2010

Microsoft InfoPath 2010

Microsoft OneNote 2010

Microsoft Access 2010

Microsoft Business Contact Manger 2010

Microsoft Excel 2010

Microsoft Outlook 2010

Microsoft PowerPoint 2010

Microsoft Project Professional 2010

Microsoft SharePoint Designer 2010

Microsoft Word 2010

Office 2007

Microsoft Access 2007

Microsoft Business Contact Manager 3

Microsoft Excel 2007

Microsoft Groove 2007

Microsoft InfoPath 2007

Microsoft Office Accounting Professional 2007

Microsoft Office Accounting Professional 2008

Microsoft OneNote 2007

Microsoft Outlook 2007

Microsoft PowerPoint 2007

Microsoft Project 2007

Microsoft Publisher 2007

Microsoft SharePoint Designer 2007

Microsoft Visio 2007

Microsoft Word 2007

Office 2003

Microsoft Access 2003

Microsoft Excel 2003

Microsoft FrontPage 2003

Microsoft Outlook 2003

Microsoft PowerPoint 2003

Microsoft Project 2003

Microsoft Publisher 2003

Microsoft Visio 2003

Microsoft Word 2003

Office XP

Microsoft Access XP

Microsoft Excel XP

Microsoft Outlook XP

Microsoft PowerPoint XP

Office 2000

Microsoft Access 2000

Microsoft PowerPoint 2000

Microsoft Word 2000

WINDOWS

Windows 8

Windows 7

Microsoft Windows XP

Microsoft Vista Business

QUARK

Quark 8

BUSINESS DEVELOPMENT

Effective Interviewing
Organizational Communication
Creativity and Innovation
Project Management Basic
Project Management Advanced
Customer Service Over the Telephone
Time Management
Email Etiquette
Diversity in the Workplace
Sexual Harassment
Safety in the Workplace
Creativity in the Workplace
Call Center Skills - Customer Service
Call Center Management

COURSES ADDED AND UPDATED ON A REGULAR BASIS

INFORMATION TECHNOLOGY

Apple (MAC)

MAC OS X Leopard Server

Cisco

ICND 1 (100-101)

ICND 2 (200-101)

ICND 1 - Interconnecting Cisco Network Devices

ICND 2 - Interconnecting Cisco Network Devices 2

CompTIA

CompTIA A+ 220-801/220-802

CompTIA A+ 2009

Network+ 2012

Network+ 2009

CompTIA Security + SY0-401

CompTIA Security+ 2011

CompTIA Security+ 2008

CompTIA Project+

ISC2

CISSP

CISSP ISSAP

CISSP ISSMP

CISSP ISSEP

ITIL

ITIL v3

Java

Sun Certified Java Developer

Microsoft

Exchange Server 2010

Configuring Managing and Troubleshooting Exchange 2010

Designing and Deploying Messaging Solutions with Exchange 2010

Exchange Server 2007

ForeFront Security for Exchange 2007

Deploying the Microsoft Exchange 2007 Infrastructure

Designing a High Availability Messaging Solution Using Exchange 2007

Designing a Messaging Infrastructure Using Exchange 2007

Introduction to Installing Exchange 2007

Managing Messaging Security Using Exchange 2007

Monitoring and Troubleshooting Exchange 2007

Recovering Messaging Servers and Databases Using Exchange 2007

Exchange Server 2003

Microsoft Exchange Server 2003

Lync Server

Deploying and Administering Microsoft Lync Server 2010

Planning and Designing a Microsoft Lync Server 2010 Solution

Project Server

Microsoft Project Server 2007

SharePoint Server 2013

Core Solutions of Microsoft SharePoint Server 2013

Advanced Solutions of SharePoint 2013

SharePoint Server 2010

Configuring and Administering Microsoft SharePoint 2010

Designing a Microsoft SharePoint 2010 Infrastructure

SharePoint Server 2007

Microsoft Office SharePoint Server 2007 Part 1

Microsoft Office SharePoint Server 2007 Part 2

SBS 2008

Implementing and Administering Windows Small Business Server 2008

SBS 2003

Small Business Server 2003 (70-282)

SQL Server 2012

Administering Microsoft SQL Server 2012 Databases (10775)

Querying Microsoft SQL Server 2012 (10774)

SQL Server 2008

Maintaining Microsoft SQL Server 2008

SQL Server 2005

Maintaining a Microsoft SQL 2005 Database

Implementing a Microsoft SQL 2005 Database

System Center 2012

Monitoring and Operating a Private Cloud with System Center 2012 (10750)

Configuring and Deploying a Private Cloud with System Center 2012 (10751)

Administering System Center 2012 Configuration Manager

Deploying System Center 2012 Configuration Manager

System Center 2010

System Center Essentials 2010 System Center 2007

System Center Configuration Manager 2007

System Center Operations Manager 2007

Virtualization

Planning and Designing Microsoft Virtualization Solutions

Implementing and Maintaining Microsoft Server Virtualization

Implementing and Managing Microsoft Desktop Virtualization

Implementing and Managing Windows Server 2008 Hyper-V

Windows Server 2012

Installing and Configuring Windows Server 2012 (20410)

Windows Server 2008

Configuring, Managing and Maintaining Windows Server 2008

Fundamentals Of Windows Server 2008 Network And Applications Infrastructure

Automating Windows Server 2008 Administration with Windows PowerShell

Designing a Windows Server 2008 Applications Infrastructure

Deploying Windows Server 2008

Configuring and Troubleshooting Windows Server 2008 Terminal Services

MORE INFORMATION TECHNOLOGY

Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure

Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services

Configuring and Troubleshooting Identity and Access Solutions with Windows Server 2008 Active Directory Domain Services

Configuring and Troubleshooting (IIS) Internet Information Services in Windows Server 2008

Planning and Administering Windows Server 2008 Servers

Managing and Maintaining Windows Server 2008 Network Infrastructure Servers

Managing and Maintaining Windows Server 2008 Active Directory Servers

Designing a Windows Server 2008 Network Infrastructure

Designing a Windows Server 2008 Active Directory Infrastructure and Services

Fundamentals of Windows Server 2008 Active Directory

Windows Server 2003

Designing Security for Windows Server 2003 Network (70-298)

Implementing a Windows 2003 Network Infrastructure (70-291)

Microsoft Windows 2003 Active Directory and Network Infrastructure (70-297)

Microsoft Windows 2003 Active Directory Infrastructure (70-294)

Microsoft Windows Server 2003 Environment (70-290)

Planning a Windows 2003 Network Infrastructure (70-293)

Administering and Supporting Security in a Windows Server 2003 (70-299)

Windows 8

Configuring Windows 8 (20687)

Windows 7

Planning and Managing Windows 7 Desktop Deployments and Environments

Windows 7 Enterprise Desktop Support Technician

Updating Your Technology Knowledge of Microsoft Windows XP To Windows 7

Installing and Configuring Windows 7 Client

Windows Vista

Installing and Configuring the Windows Vista Operating System

Configuring Windows Vista Mobile Computing and Applications

Supporting the Microsoft Windows Vista Operating System and Applications

Maintaining and Troubleshooting Windows Vista Computers

Windows XP Pro

Microsoft Windows XP Pro (70-270) - Installation

Microsoft Windows XP Pro (70-270) - Hardware

Microsoft Windows XP Pro (70-270) - Managing Resources

Microsoft Windows XP Pro (70-270) - Configuration

Microsoft Windows XP Pro (70-270) - Networking

Oracle 11g

11g Introduction to SQL Fundamentals

11g Introduction to SQL Advanced

11g Administration 1

11g Administration 2

11g PL/SQL Fundamentals

11g Develop PL/SQL Program Units

Oracle 10g

10g Administration 1

10g Administration 2

10g Application Server 1

10g Application Server 2

10g Introduction to PL/SQL

10g Introduction to SQL

Project Management Institute

PMBOK 4th Edition

Red Hat 6

RH 124 System Administrator I

RH 135 System Administrator II

RH 255 System Administrator III

Red Hat 5

RH033 Linux Essentials

RH133 Linux System Administrator

RH253 Red Hat Linux Networking Security

SAP

Crystal Reports 2011

Crystal Report XI

Crystal Report 2008

VMware 5

View 5.0

vSphere 5.0

VMware 4

vSphere 4.0

VMware 3

ESX Server 3.5

IT Security Awareness

IT Security Awareness Basic

IT Security Awareness Advanced

IT Security Awareness For Managers