

# JUSTIN A. BERG

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Microsoft Certified Professional ID 1452337 Microsoft Partner Organization ID 1921206 Microsoft Beta Tester 416032



## PROFESSIONAL EXPERIENCE

### Scottsdale Unified School District **Sept. 2003-Present**

**Student Information Systems Coordinator** ♦ Sole Administrator charged with maintaining the district wide Student Management Systems (SASlxp, Genesis). Duties included:

- Project/Implementation manager for migration to new student management system.
- Configured/maintained district wide connectivity using clustered IIS servers (webfarm).
- Responsible for all major SMS upgrades and administration of SQL Server database.
- Coordinated with other departments to ensure up to date course information, testing history, Special Education program information and Arizona State Reporting (SAIS).
- Provided training for all district personnel and created training documentation.

### Pearson Education Technologies (formerly NCS Pearson) **Oct. 2001-Aug. 2003**

**Level II Technical Support Analyst** ♦ Level II analyst handling call escalations and in depth troubleshooting of SASlxp Student Administration software. Duties include:

- Lead Analyst in charge of training and support for SAIS reporting to Arizona Dept. of Ed.
- Advanced system troubleshooting on multiple database and OS platforms.
- Attended National Users Conference to take part in open forum Q/A with clients.
- Participated in all ASCUS User Conferences in conjunction with product management.

### Information Technology Consultant **Jan. 1999-Present**

**Arizona K12 School Districts – Student Information System**

♦ Assisted local school districts with all aspects of student information system. Duties include:

- Assisted in the creation of upload files for submission to AZ. Dept. of Ed. (SAIS)
- Performed SASlxp upgrades and patch installation, as well as new year rollover process.

**Powertrusion International - Network Administration**

♦ Handled all facets of computer network. Duties included:

- Maintaining server/network, including database server, email and scheduled backups.
- Handled all hardware/software related issues, server upgrade and all user issues.
- Responsible for relocation of network and installation and configuration of T-1 line.

### Interact Commerce Corporation (formerly SalesLogix) **Nov. 1999-June 2001**

**Technical Analyst II** ♦ Senior technical support specialist. Duties included:

- Handled call escalations and urgent issues from first level support technicians.
- Advanced database support, custom report writing and light VB scripting.
- Quality assurance beta testing of all software releases.

**Technical Analyst I** ♦ Technical support for CRM software (SalesLogix, ACT!). Duties included:

- Assisted with the maintenance of various database and network platforms.
- Aided in the implementation of FTP synchronization servers, web based client/server applications, Microsoft Terminal Server and Citrix Metaframe installations.

### JDA Software Group **Dec. 1998-Nov. 1999**

**Technical Analyst** ♦ Technical support for POS and Retail Sales systems. Duties included:

- Administration of Windows networks, provided on-site technical support when required.
- Wrote documentation for installation/support of hardware, software, operating systems.

### Multi Systems, Inc. **Dec. 1997-Dec. 1998**

**Support Technician** ♦ Technical support for hotel management system. Duties included:

- Advanced troubleshooting of PC systems, printers, modems, and related peripherals.
- Assisted with the administration and maintenance of client/server networks, database applications and point of sale (POS) hardware and software.

## HARDWARE & SOFTWARE

- Windows 9x, NT, 2000, XP, Server 2003/2008, Vista.
- Proficient in Microsoft SQL Server 6.5, 7.0, 2000/2005.
- Experience in supporting Oracle 8.x, 9i databases.
- Working knowledge of Microsoft Terminal Server.
- Experience maintaining Microsoft IIS Server/Network Load Balancing (webfarm).
- Working knowledge of Linux and Macintosh 8, 9 and OSX.
- Basic administration functions of Novell Netware 4.x, 5.x, 6x.
- Building and repairing PC's.

## EDUCATION & TRAINING

### Arizona State University

Completion of course work in pursuit of degree in I.T.

### Microsoft Certified Professional

Microsoft Windows NT Server/Workstation/Networking Essentials.

### Arizona Schools Computer User Support (ASCUS)

Serve as Technology officer on the ASCUS Board. (2006-Present)

### Computer Learning Center

Oracle 8i Database Architecture & Administration/Backup & Recovery.

### Interface Technical Training

-Windows 2003 Server: Network infrastructure and services training.  
-Developing with SQL Server 2000/2005 Transact SQL.

### Certified Help Desk Analyst

Help Desk Institute Certification