

Alan J. Castonguay

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Objective

Full-time employment in an interesting fast paced technology-related position, to fund further education, and gain experience in the workplace environment. Willing to relocate within Canada.

Employment

December 2004 – Present: Managed Network Systems Inc (MNSi)

Technical Support Staff for Regional Internet Service Provider

Supervisor: Steve Perrault (519.985.8421)

- Delivered phone-based customer technical support to a diverse customer base
- PPP Dialup and PPPoE DSL setup and troubleshooting for users of MacOS7-X, various Linux distributions, and all versions of Windows
- Troubleshooting OS and WAN networking problems, including firewalls or broken network stack in OS
- Developed interpersonal relationship skills working in a small team setting
- Responsible for updating website (<http://mnsi.net>)
- Spearheaded internal technical documentation organization with Mediawiki
- Assisted in planning of tech support department's groupware server migration

September 1998 – May 2002: Villanova Festival Theatre

Lighting Technician, Technical Director

Supervisors: A. Linell, E. Gerenda (519.734.7671)

- Managed team of audio, lighting and stage technicians
- Professional conduct with clients in a live theatrical setting
- Maintained lighting, sound equipment, including inventory, cleaning and repairs
- Decision making and critical performance under pressure and deadlines

June 2001 – August 2001: WECDSB, Windsor Essex County District School Board

Office Assistant, eLearning web development pilot project

Supervisor: Diane Bedard (diane_bedard@wecdsb.on.ca)

- Developed eLearning beta website, including site design and content publishing, in collaboration with school instructors
- Assisted with summer school office tasks, including student attendance, answering phones, and supervising outdoor student breaks
- Streamlined summer-semester-end report generation from sql database

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Volunteer

2007: Megatokyo.com Website Rewrite

Working on redesign of the Megatokyo.com home page and site administration system.

Team Leader: Rob Sherby (robert@alpicola.com)

- Project wiki, demo and repository (<http://dev.alpicola.com/projects/megatokyo/>)
- Designed administration system with a focus on ease of use and simplicity
- Used Subversion for managing code revisions
- Used VMware to run different operating system and browser combinations in isolation to design and test HTML/CSS user-interfaces.

2001 - 2003: Less Productions

Volunteered for Less production team in various semi-annual events in southern Ontario

Technical Director, Videographer

Producer: Scott Lumsden (j37p4ck@gmail.com)

- Logistics planning, executing for transportation of equipment and personnel
- Evaluated production requirements and equipment budgets
- Managed small teams of lighting and video technicians
- Filming, video mixing, live video performance

Education

2005 - 2007: University of Windsor

Computer Science (CON4M)

401 Sunset Ave, Windsor ON

2002 - 2005: St. Clair College

Graduate of Computer Science Networking Program (T861)

2002 Talbot Rd, Windsor ON

Independent

I use Gentoo Linux on my webserver, Mac OSX on my desktop, and Windows XP elsewhere as needed. That stated, I am familiar with and have used many flavors of each of those operating systems. I do web hosting with Apache and PHP, mail hosting with Courier and Postfix. I have contributed patches and plugins for the Wordpress blog publishing software. I am currently studying for the Cisco CCNA network associate certification. I participated in the Sears Drama Festival in 2002, Provincial Showcase as a lighting operator.