

**DENNIS G. NICHOLAS**  
7338 S. Euclid Avenue  
Chicago, Illinois 60649-3130  
[dennisg@ameritech.net](mailto:dennisg@ameritech.net)  
[dnicholes@cps.edu](mailto:dnicholes@cps.edu)

## **SUMMARY**

I am an Information Technology Professional with exceptional skills in Help Desk Operations, Customer Service, Computer/Network Operations and Hardware/Software installation, also, having Professional Training in Safety and Security of People and Property. Proficient in all Windows applications, including, Windows 10, Windows XP, Vista, 2007 Access, Excel, PowerPoint, Word, MS-Expressions, Adobe Dreamweaver, Flash, Corel Paint Shop, as well as, Intranet and Internet Web Site Design and Building. Excellent verbal and written communicative skills with unique abilities for getting difficult issues resolved and an Exceptional Team Player!

## **PROFESSIONAL EXPERIENCE**

### **GALILEO SCHOLASTIC ACADEMY of MATH & SCIENCE CHICAGO PUBLIC SCHOOLS, Chicago, IL**

**2016 - Present**

#### ***Safety and Security***

- Perform routine security functions to ensure the protection of property and the safety of students and staff at school; and performs related duties as required.

### **KATE S. KELLOGG ELEMENTARY SCHOOL CHICAGO PUBLIC SCHOOLS, Chicago, IL**

**2012 - 2016**

#### ***Safety and Security, Technology Coordinator***

- Perform routine security functions to ensure the protection of property and the safety of students and staff at school; and performs related duties as required.
- Develop and coordinate implementation of the school technology plan.
- Assist teachers and staff in the use of IPADs, PC's and laptops in their respective areas.
- The central point of contact for all network, computer, laptop and telecommunication related issues.

### **TILDEN CAREER ACADEMY HIGH SCHOOL CHICAGO PUBLIC SCHOOLS, Chicago, IL**

**2004 - 2012**

#### ***Safety and Security, Technology Coordinator, Webmaster***

- Perform routine security functions to ensure the protection of property and the safety of students and staff at school; and perform related duties as required.
- Daily swiping in of students at morning check in, utilizing the Verify system.
- Daily monitoring of security cameras via the Rapid Eye and IP Pro View systems.

### **Stein Roe and Farnham "A Personal Capital Management Company" "A FLEETBOSTON FINANCIAL COMPANY", Chicago, IL**

**1999 - 2002**

#### ***Lead Systems Technician/Webmaster***

- Utilized MS-FrontPage, Dreamweaver, Paintshop Pro, Photoshop and other tools to design, update and maintain the Chicago marketplace's development and production web sites, creating several automated Intranet based user request forms, improving productivity.
- Monitored the \$62 billion mutual funds network, releasing jobs, changing tapes, placing servers online, printing dividend checks and completing daily processing.

### **CITIBANK, F.S.B., Chicago, IL *Senior Network Controller***

**1978 - 1999**

- Supported multi-state Electronic Branch and Teller Network utilizing IBM mainframe and T-1 technologies in a 24/7/365 environment. Utilized Routers, Servers, Switches and Hubs, CICS (Customer Information Control System). The central point of contact and manager for all ATM/Branch, LAN/WAN and Telco problems and vendors.

## TECHNICAL TRAINING

### **Joomla!**

International Webmasters Association - 2011

### **Creating Graphics with PaintShop Pro**

International Webmasters Association - 2006

### **Record and Publish Video for the Web**

International Webmasters Association - 2006

### **Web Animation with Flash (Introductory)**

#### **Intermediate Macromedia Flash**

#### **Advanced Macromedia Flash**

International Webmasters Association - 2005

- Covered every notion of actionscripting and animation with Macromedia Flash.
- **Flash Portfolio Site** – <http://www.angelfire.com/stars5/dennisq520>

### **A+ Certification Program**

Illinois Institute of Technology – 2005

- This course is designed to teach the student how to service different types of computer equipment. Through the utilization of numerous problem sets and lab exercises, the student will gain the knowledge and trouble-shooting skills needed to provide capable support in the field of personal computers. Upon completion of the course, participants will have the necessary experience needed to pass the A+ Certification Core Module Exam and the DOS/Windows Module Specialty Exam.

### **Network+ Certification Program**

Illinois Institute of Technology – 2004

- This course covers current and evolving data network technologies, protocols, network components, and the networks that use them, focusing on the Internet and related LANs. The state of worldwide networking and its evolution will be discussed. This course covers the Internet architecture, organization, and protocols including Ethernet, 802.11, routing, the TCP/UDP/IP suite, DNS, SNMP, DHCP, and more.

### **Microsoft Windows 2000**

Microsoft Technology Institute – 2001

- The MTI Windows 2000 training courses covered the same MCSE exam objectives as the Microsoft Official Curriculum.

### **Internet Design and Webmaster Certification Program**

Illinois Institute of Technology – 2000

- An accelerated program which covered advanced Internet applications, HTML programming and web authoring, web site and intranet design, layout and management, fundamentals of web programming using Perl.
- **Webmaster Portfolio Site** – [http://theliteraryclub.org/Pages/nicholes\\_webmaster1.html](http://theliteraryclub.org/Pages/nicholes_webmaster1.html)

### **Multimedia/Web Technology**

Illinois Institute of Technology – 1998

- An introduction to computer and web-based multimedia—including desktop publishing, hypermedia, presentation media, graphics, animation, sound, video, and integrated authoring techniques.

## PROFESSIONAL ASSOCIATIONS

Association of Internet Professionals – AIP

The HTML Writers Guild – HWG

The Internet Corporation for Assigned Names and Numbers – ICANN

International Webmasters Association – IWA