

# Stephen J. Glad

E-Mail [steve@gladsystems.com](mailto:steve@gladsystems.com)

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<b>Education:</b>	The University of Toledo. B.A. General Communication.
<b>Certifications:</b>	Microsoft Certified Systems Engineer – MCSE Microsoft Certified Professional + Internet - MCP+I Microsoft Certified Professional - MCP
<b>Activities / Skills:</b>	Thorough practical experience using Apple MacIntosh, and I.B.M. computers. Good knowledge of Spanish and German languages.
<b>Specialized Skills:</b>	Microsoft Certification –Networking Essentials (Course 070-058) Microsoft Certification -NT Workstation 4.0 (Course 070-073) Microsoft Certification -NT Server 4.0 (Course 070-067) Microsoft Certification - NT Server / Enterprise (Course 070-068) Microsoft Certification -TCP/IP (Course 070-068) Microsoft Certification -IIS4 (Course 070-087) Novell Netware 3.1x Administration Certificate (Course 420-00) DOS, Windows 3.11, Windows95, Windows98, WindowsNT, MacIntosh OS.
<b>Work Experience:</b>	<hr/> <p><i>My duties include all aspects of the Starbright World computer system. I interact with patients and staff on training, usage, and basic maintenance of the networked PCs. I diagnose and repair any problems that may occur during use of the Starbright system. If necessary, I interact with outside tech support. Also, I represent the hospital in monthly Starbright teleconferences.</i></p> <p><i>Provide technical support and assistance for VTEL video conferencing equipment for The Toledo Hospital and Toledo Children's Hospital. Make sure all aspects of the conference are covered -setup and testing before the event, camera / microphone operations during the event, and proper shutdown and securing of the equipment at the conclusion.</i></p> <p><i>Some of my duties included the purchasing and inventory control of all the clinical and office supplies; overseeing the resolution of building maintenance problems. Writing and maintaining Purchase Order Requests, Check Requests, and Petty Cash for the practice. Assist office personnel with PC problems they may encounter.</i></p> <p><i>Provide necessary services the doctor needs to work productively with computers. Some of the duties performed have been: Software installations / upgrades, installing and removing hardware, Internet configuration, and troubleshoot numerous software and hardware conflicts.</i></p>

**References Available Upon Request**