416-487-3194

benl@mac.com

OBJECTIVE

To create digital solutions to business needs and enhance productivity.

WORK EXPERIENCE

I.T. Manager

Foote Cone & Belding Canada

canada.fcb.com

March 1999 - November 2005

245 Eglinton Ave. East, Suite 300 Toronto, Ontario M4P 3C2

Managed five person I.T. department at Canadian locations of international advertising agency with staff of 250 in Toronto and Montreal. Responsible for network operations, backup, e-mail, file servers, intranet, end-user support, databases and other special projects. Participated in international projects with American parent company.

- Modernized Windows and Macintosh desktop computer systems and network.
- Managed capital budgets of ~\$400,000 and operating budgets of ~\$300,000.
- ◆ Increased technical integration with parent company, managed Cisco router, WAN, VPN, DNS services.
- Developed and maintained a variety of corporate databases.
- Managed company intranet, supported presentations and new business pitches.
- ◆ Planned and managed Year 2000 transition.

Technologies: Cisco IOS & VPN (Catalyst 4006, PIX 515), WAN, HP OpenView, Switched Gigabit routers, RAID5, Fibrechannel, DNS, DHCP, SMTP, POP, IMAP, Netscape/SUN iPlanet server, CorporateTime calendar server, Active Directory, SMB, FTP, VNC, Windows 98, Windows 2000, Windows XP, Windows NT 4 Server, Windows 2000 Server, Mac OS 9, Mac OS X 10.1 – 10.4, Mac OS X Server 10.2 – 10.4, PowerFile (content library), Veritas Backup Exec, Dantz Retrospect, Norton Antivirus, Microsoft Office 2000, Microsoft Office 2001, Microsoft Office 2003, Microsoft Office 2004, Microsoft Outlook, Microsoft Outlook Express, Firefox, Thunderbird, Safari, Adobe Acrobat, Adobe CS, Adobe InDesign, Adobe Illustrator, Adobe Photoshop, Adobe GoLive, Quark Xpress 4, FileMaker Pro, Xoops (open source web portal), Flightcheck, Extensis Suitcase.

Senior Support Analyst April 1997 – March 1999 Programmer Analyst

March 1994 – April 1997

Hospital for Sick Children

555 University Avenue Toronto, Ontario M5G 1X8

Responsible for Help Desk service and in-depth support for desktop computers throughout the wide-area network of Canada's premier pediatric hospital.

- ◆ Key member of small team supporting 2,500 users. Created web-based help documents, streamlined service procedures, enhanced Help Desk response times, established purchase standards.
- Key member during planning and implementing migration of 2,500 QuickMail users to Lotus Notes.
- Created in-house applications using HyperCard, AppleScript, Filemaker Pro, also custom software installers.
- Supported in-house web authors.

Technologies: Windows 95, Windows 98, Mac OS 7 – 9, MeetingMaker XP, Microsoft Office 97, Microsoft Office 98, Filemaker Pro, QuickMail, Eudora, Lotus Domino, Lotus Notes, Netscape 3 – 4, Internet Explorer, Helpdesk software, AppleScript, HyperCard, QuicKeys (macro utility).

Systems Engineer

Standard Broadcast News

www.sri.ca

www.sickkids.ca

March 1992 - March 1994

2 St. Clair Avenue West Toronto, Ontario M4V 1L6

Responsible for in-house programming, network maintenance, and staff training at a national news service with a cross-country operations.

- Designed, installed and supported 84 node network in Toronto office, interfaced with legacy mini-computer systems.
- Created mission-critical applications for wire story creation and satellite transmission.
- Supported users of widely varying abilities across Canada.

Technologies: Mac OS 6 - 7, Microsoft Office, QuickMail, Eudora, AppleScript, HyperCard, NewsEdit, Retrospect, Terminal scripting.

Page 1 of 2 Friday, August 3, 2006

Professor George Brown College www.gbrownc.on.ca

December 1991 – April 1992 P.O. Box 1015

Toronto, Ontario M4T 2T9

Contract instructor for post-degree day and evening Macintosh-based College courses, including Macintosh Engineering Applications and Macintosh Technical Illustration.

 Created and delivered course material covering Macintosh database, graphics, spreadsheet, multimedia and word processing applications.

Managed small networked public access Macintosh lab.

Systems Engineer J-R Business Equipment Ltd.

April 1991 – October 1991 Brockville, Ontario

Systems Engineer for authorized Apple dealership. Provided customer support and training for business and education customers on Macintosh computer products and software.

- Certified Apple Technical Specialist, completed Apple Systems Engineer curriculum.
- Presented Macintosh capabilities in education to School Boards and colleges.

Support/Training Specialist LaserComp Solutions Inc.

August 1990 – December 1990 Kanata, Ontario

Apple Technical Specialist for authorized Apple dealership. Provided end-user and network support and training. Managed internal technical and training resources.

- ◆ Installed routers, file servers and e-mail servers on LocalTalk and Ethernet networks.
- ◆ Taught highly rated full day courses on a variety of applications.

Marketing Representative PS Systems Ltd. January 1990 – July 1990 Mississauga, Ontario

Assisted in the Canadian representation of hardware and software manufacturers including T/Maker, Samna, Sigma Designs and CMS Enhancements.

Marketing Representative COMPUneering Inc. www.compuneering.com

September 1989 – June 1990 113 McCabe Crescent Thornhill, Ontario L4] 286

Assisted in marketing civil engineering software, including trade show presentations across North America and revision of animated demonstration material.

- Created interactive HyperCard demonstration for LANDesign, an engineering application.
- Represented COMPUneering products at trade shows, including MacWorld San Francisco 1989.

Consultant Ben Lawson Consulting

1988 - Current

Small-to-Medium Business computer deployment and networking, troubleshooting, web design, database and programming services for clients across North America.

EDUCATION

- ◆ 01/88 to 08/91 U. of Waterloo.M. Sc. Earth Sciences. Incomplete.
- ♦ 09/81 to 05/86 U. of Toronto. B. Sc. Hons Geology (many computer science elective courses).

SCHOLARSHIPS/AWARDS/ACHIEVEMENTS

- ◆ 2006 Webmaster, Toronto Triathlon Club.
- ◆ 2003-2006 Volunteer Captain, Toronto International Film Festival.
- 10/1994 Conference presenter at MacWorld Toronto; "Advanced HyperCard".
- ◆ 02/1989 CSPG Best Poster Presentation Award, Central Canada Geology Conference.
- ◆ 02/1988 University of Waterloo Graduate Scholarship.

REFERENCES AVAILABLE ON REQUEST

Page 2 of 2 Friday, August 3, 2006