

# Andersen Silva

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## OBJECTIVE

A position which will utilize my talents, abilities, and adaptability while providing me with the opportunity to learn and grow, both personally and professionally.

## QUALIFICATIONS

Very computer-literate; equally at ease on the Macintosh (OS 7.1 - OS X 10.3.5) and Wintel (Windows 95/98/2000/NT/XP) platforms, some experience with Linux, IRIX, and Solaris as well. Skilled with MS Office, MS network and Exchange administration, MAS 90 accounting system; familiar with OpenOffice.org, QuickBooks, Photoshop, Illustrator, CorelDraw, FreeHand, Flash, Veritas Backup Exec, ARCServe, and more. Strong mathematical and writing/proofreading skills, great attention to detail; work well independently or as part of a team.

## EXPERIENCE

Microwize Technology / Hackensack, NJ Jan. 2004 - present

Software/hardware specialist: troubleshooting by phone and over VNC/Terminal Server/pcAnywhere connections for users of NDCMedisoft and NDCLytec medical billing software and MediNotes Charting Plus electronic medical records software, as well as on-site troubleshooting and software/hardware installation. Responsible for backing up company's data and generating A/R invoices.

AA World Class Corporation / Ridgefield, NJ 1993 - 2003

MIS manager: originally hired as an inventory control assistant, made lateral moves to production assistant/graphic artist, inventory controller, and Webmaster/LAN administrator before being promoted to MIS manager. Developed and maintained the company's Web and Intranet sites, incorporating audio, animated GIFs, JavaScript, DHTML, and a basic e-shop. Provided 'help desk' computer support for employee base, including troubleshooting and installing software and hardware; administration and backup of Windows NT Server 4, Windows 2000 Server, Exchange Server 5.5, RightFax, and Comdial software; created custom reports in MAS 90 and Access. Processed payroll through ADP's EasyPayWin software and maintained human resources records for all employees, including updating available personal/sick and vacation time.

United Jersey Bank / Hackensack, NJ 1991 - 1993

Currency teller: received United Parcel Service's bulk deposits via armored carrier, sorted deposits by office, verified stated quantity of deposits; verified cash totals with Mosler currency machine; did general ledger proofs for machine.

Toys "R" Us / Totowa, NJ 1987 - 1992

Customer service associate and designated key carrier: processed refunds/exchanges; assisted cashiers with register voids, price checks, and change; answered phones and redirected inquiries; counted down/audited register tills; processed cash drops and computerized Financial Accountability of Sales Transactions; generated cashier difference records.

## EDUCATION

Salutatorian, John F. Kennedy High School, Paterson, NJ Class of 1988

## REFERENCES

Available upon request