

# THOMAS W. CAFFREY

---

200 Bloomfield Ave. - West Hartford, CT 06117 - (860) 977-0218 - [caffrey@hartford.edu](mailto:caffrey@hartford.edu)

## EDUCATION

---

### University of Hartford

West Hartford, CT

- Bachelor of Arts: Expected Graduation, May 2007
- Major: Interactive Information Technology, Specialization: Professional and Technical Writing
- Overall GPA: 3.26/4.00
- Related Coursework: Network Administration, Network Management, Professional and Technical Writing, Multimedia Production, Media Arts

### University of Melbourne, *Study Abroad*

Student

*Spring Semester 2006*

Melbourne, AUS

- Persevered through rigorous academic program while immersing myself in a new culture
- Exposed personal vulnerabilities while creating new relationships and maintaining existing ones

## TECHNOLOGY EXPERIENCE

---

### BetterITS, LLC

Technology Associate

*Summer 2006*

New Haven, CT

- Managed a three member team to create and maintain solutions for local small businesses
- Created small business networks including a domain structure and network configuration
- Maintained a relationship with clients seeking solutions on a daily and long term basis
- Wrote and published documentation of standard procedures for client training and support
- Configured, installed and maintained VOIP phone systems

### Chemtura Corporation

Technology Intern

*May 2004 - January 2006*

Middlebury, CT

- Worked as a Security Analyst in the Security group of Information Technology
- Created and audited IT security policies in compliance with Human Resources
- Worked as a Helpdesk and Desktop Support Analyst to resolve employee issues
- Analyzed various existing and emerging technologies to improve business productivity
- Collaborated with international business division to develop and facilitate methods of sharing information
- Documented and maintained methods for execution of disaster recovery and maintenance

### University of Hartford, *Information Technology Services*

Technology Consultant

*September 2003 - May 2004*

West Hartford, CT

- Analyzed and resolved student and faculty technology issues on a 12 person consultant team
- Created computer assessment procedures for removing viruses and updating software
- Trained students and faculty to maintain their personal computers to avoid future issues
- Created email addresses for faculty, staff and students

## COMPUTER SKILLS

---

### Office Applications

- Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft Access

### Publishing Technologies

- Microsoft Publisher, Adobe Photoshop, Adobe Illustrator, Adobe PageMaker, Adobe GoLive, Adobe Acrobat Professional, Macromedia Dreamweaver, Macromedia Flash, Macromedia Director, GIMP

### Operating Systems

- Windows NT, Windows 95, Windows 98, Windows ME, Windows 2000, Windows XP, Windows Mac OS 9, Mac OS X, Debian Linux, Gentoo Linux, SuSe Linux, Red Hat Enterprise Linux, FreeBSD, OpenBSD

### Internet Technologies

- Microsoft Share-Point, Microsoft Active Directory, Microsoft IIS, Microsoft Exchange, Visual Basic.NET, HTML, CSS, FTP, SSL, SSH, Apache, WikiMedia, WordPress, RSS