Howard C. Chuang

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Summary   5 years of experience as technical trainer. Delivered training on Microsoft, Visual
Networks, and other products to individuals and corporations. Delivered training
to over 1,000 people with 95% satisfaction rate. Delivered training to AT&T,
MCI, Sprint, Verizon, BellSouth, SBC, Citigroup, and many other corporations.

3 years of experience in software development. Designed and developed web-
based application for training related tasks like scheduling, tracking, registering,
and testing with Oracle and SQL databases. Designed and developed secure
testing application for certification testing used by Visual Networks.

2 years of experience in system administration. Deployed and maintained
numerous Microsoft servers, including: Windows 2000 server, SQL 2000 server,
Internet Information Server 5.0, Proxy server 2.0 and Exchange server 2000.

Experience   **Consultant**, Gaia Professional Services, Rockville, MD
(February 1999 – Current)
- Designed and developed custom test applications using Visual Basic 6 to
  implement over secure corporate network.
- Designed and developed websites and web-based tools using ASP and
  HTML for several small companies and corporations.
- Evaluated network security based on network architecture, proxy servers and
  firewall implementations, and overall network performance.
- Delivered customized technical training based on customer's requests:
  network architecture, system implementation, and internet security

Technical Trainer, Visual Networks, Rockville, MD
(September 2000 – December 2002)
- Responsible for delivering in-depth technical training (non-certified,
  certified, and custom) to employees, partners and customers.
- Developed several course materials including: detailed training manuals,
  hands-on exercises, multi-media presentations, and web-based training.
- Developed certification programs including: exam format, exam questions,
  presentation, and delivery formats in both paper and electronic formats.
- Designed the Learning Management System (LMS): a web-based
  administrative application with Oracle databases for course scheduling,
  student tracking, automated registration and online evaluation.
- Delivered training courses to over 500 people (from helpdesk support to
  NOC manager and network architect at AT&T, MCI, Sprint, BellSouth,
  SBC, Verizon, Prodigy, Citigroup, and Charles Schwab) for two years with
  evaluation rating of 3.9 and higher (Maximum is 4)
- Functioned as System Engineer (SE) and communicated with new and
  existing customers regarding Visual Networks products in Asia (Utilizing my
  Chinese speaking ability and culture background), like NTT Japan, SingTel,
  and Chung-Hwa Telecom.

Experience (Continued)	**Training Manager**, Knowledge Alliance, New York, NY (April 2000 – June 2000)

- Responsible for employee management including recruiting, hiring, compensating, training, development and performance monitoring.
- Led a team of 8 technical / application trainers and 2 technical support staff.
- Created custom course lessons and negotiated contracts for corporate clients.
- Responsible for the development of course materials including: multi-media presentations, Computer-Based Training (CBT), Web-Based Training (WBT), study guides, class and lab manuals and hands-on exercises.
- Established and maintained procedures and policies consistent with business practices and strategies.
- Oversaw training development plans, course design guides, and design and maintenance of classroom environment consistent with course objectives.

Senior Technical Instructor, Knowledge Alliance, New York, NY
(August 1999 – April 2000) and Washington DC (March 1999 – August 1999)

- Provided technical training on Microsoft Certified System Engineer (MCSE) and Microsoft Certified Database Administrator (MCDBA) tracks
- Traveled to other branches to perform crisis recovery (When existing instructor failed to deliver the course within KA standard and need to be replace immediately. New instructor needs to step in the same or next day)
- Acted as technical support expert for corporate sales person in contract negotiations with clients
- Designed and delivered custom technical and application courses for corporate clients, i.e. United Nations and ABC News
- Over 95% of students passed exam and achieved MCP status after the completion of class and assisted more than one student per month to achieve Microsoft Certified System Engineer status
- Supported and troubleshot LAN and WAN connectivity for the local office
- Implemented and administrated the VUE testing center which provides certification testing to the public

Systems Engineer, Ellsworth Associates, Dept. of Commerce, Washington, DC
(March 1999 – May 1999)

- Administrated a domain that has over 7,000 users across the world
- Responsible for the network infrastructure at DOC-HQ under senior engineer
- Split one main domain to multiple smaller and more manageable domains
- Migrated and tested databases from Microsoft SQL Server 6.5 to 7.0

Microsoft Certified Trainer, ASM Education Center, College Park, MD
(January 1999 – March 1999)

- Led a class of 8 students on Windows NT Administration, MOC #803
- Led a class of 8 students on Windows NT Core Technology, MOC #922

Education	**University of Maryland**, College Park, MD (September 1994 – December 1998)

- Double-majored in Electrical Engineering and Computer Science
- Minored in Chinese and Asian Studies
- Enrolled in University Honors Program, GPA: 3.1

Certification   Certified Internet Webmaster and Trainer, December 2000
Certified Technical Trainer, July, 2000
Microsoft Certified Trainer, January 1999
Microsoft Certified System Engineer (Windows NT 4.0), December 1998

Skills   **Programming languages**: Visual Basic 6, C, C++, HTML, ASP, Transact SQL
OS / software: Windows XP, 2000, NT 4.0, 9x, Linux, and MS Office 2000
Microsoft servers: Windows 2000, SQL 2000, IIS 5, Proxy 2, and SMS 2
Visual Networks products: UpTime 7.1, IP InSight 5.5, eWatcher 2.0
Foreign languages: Fluent in Mandarin and Taiwanese

Citizenship   U.S. citizenship, eligible for national security clearance

Reference   Available upon request