

William P. McGonigle

Personal Information

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Objective

Seeking a challenging position that will allow me to utilize and expand my microcomputer, networking, and cross-platform computing skills, focusing on Internet-based information retrieval.

Experience

Dartmouth Hitchcock Medical Center
*Programmer/Analyst, Clinical
Computing*
1998 - present

Developed internet and intranet-based information systems, interfacing both new RDBMS's and legacy databases with application servers, CGI programs, and custom web server modules. Most recently developed wireless browser-based tablets and application interfaces for on-line and local-wireless patient questionnaires and computer-assisted lab test ordering.

1995 - 1998

Provided tertiary micro-computer software and hardware support for the most complicated problems in the institution, including application-level macro support, OS-level programming, computer hardware and data network installations; managed experimental groups for software beta-tests, tested software and hardware configurations for stability; created technical documentation, served as a conduit between technical and support groups. Also maintained central directories, mail servers, file servers, WWW servers on UNIX and MacOS, and developed CGI scripts on both platforms, including legacy database access. Developed systems for interoperation of Mac, UNIX, PC, and terminal-based hardware. Designed and built prototype hardware for disabled employees. Designed and implemented IS Support databases. Engineered systems for real-time publishing of several databases on the WWW. Consulted numerous departments on technology integration, migration, and automation for current projects. Developed systems for interoperation of MacOS and Microsoft Windows systems. Designed and implemented network computer infrastructure.

Kiewit Computer Center, Dartmouth
College
*Consultant, Computer Support
Services*
1993, 1995

Provided Level II support to the Student Computer Assistants for Macintosh, DOS, Windows, AIX, Ultrix, OSF/1, VAX/VMS, DCTS, and VM/CMS operating systems. Specialized in cross-platform interoperation, UNIX support, and low-level Macintosh troubleshooting, networking, and remote-access issues. Also responsible for maintenance of the DND central computer directory and e-mail servers.

MicroWarehouse, Inc.
Technical Support Representative
1993 - 1994

Provided telephone technical support for the MacWarehouse, MicroWarehouse, DataComm Warehouse, CD-ROM Warehouse, Micro Supplies Warehouse and Paper Supplies Warehouse divisions. In providing telephone-based technical support to the world-wide customer base, duties included hardware and software troubleshooting for any of the approximately 10,000 products sold; problem research and resolution, vendor relations, and new technology assessment. Specialized in computer graphics applications, networking, and cross-platform multi-vendor hardware and software solutions. Level II Support responsibilities included support of other technicians, re-engineering the Technical Support Department's problem tracking / resolution, and knowledge database, maintaining departmental computer and network hardware, AppleShare and Windows NT servers. Also consulted on employee training and point-of sale reference guide projects.

McGonigle Digital Magic
Self-employed consultant
1989-present

Specializing in small business computing, networking, data security, Internet database publishing and multimedia authoring.

Education

Dartmouth College
Computer Science Major
1991-1995

Emphasis on multimedia systems, image processing, psycho-acoustic audio processing, networking, virtual reality, GIS, and multimedia-WWW integration.

Freehold High School
Medical Sciences Learning Center
1987-1991

Accelerated High School program for accomplished students interested in Medical Sciences, with concentration on biology, advanced math, chemistry, physics, anatomy, physiology, genetics, and computer science.

Computer Skills

Operating Systems

MS-DOS 3 through 6.22, Macintosh OS (all versions), Windows 3.1, 95, 98, NT 3.5.1 & NT 4, UNIX (Linux, Digital Unix, IRIX, Ultrix, Solaris, AIX, NextStep/MacOS X), OS/2, Newton OS, PalmOS, VAX/VMS, VM/CMS, DCTS, Apple][DOS & PRODOS, Amiga, C-64/128/VIC-20, CP/M, AltOS, and THEOS.

Programming Languages

C, C++, Java, Pascal, assembly (i80x8x, 68x00, & PowerPC), PERL, SQL, TCL, BASIC, AppleScript, UNIX tools (awk, lex, etc.), HTML, CGI, mod_perl, Macintosh Toolbox, Windows SDK, X/Motif.

Desktop Applications

Use innumerable on a regular basis, but demonstrated expert ability in MS Office, FileMaker Pro, Photoshop, Quark XPress, PageMaker, and several network management tools.

Networking Experience

Physical Layer : 10/100 Base-T, Thinnet, AUI, Fiber, Telephone, LocalTalk, Infra-Red, OpenAir
Link Layer : Ethernet, FDDI, LocalTalk, PPP, SLIP, ARA, TIA, IRDA
Network Layer : IP, AppleTalk, IPX
Hardware: Single and Multi-protocol routers, bridges, and hubs, CSU/DSU, wireless access points, desktop-connections, punch-down blocks, remote access servers, terminal servers.
NOS/Services: IP DNS, Kerberos, NetInfo, YP, Novell NetWare, LanManager/Windows NT

Community Organizations

1989

Boy Scouts of America, Eagle Scout

1996 - present

Plainfield, NH Web Page Group