

WALTER J. GLENN

SUMMARY OF QUALIFICATIONS

- **Microsoft Certified Desktop Support Technician** since 2004
- **Microsoft Certified Systems Engineer (MCSE)** since 1997
- **Microsoft Certified Internet Specialist** since 1997
- **Microsoft Certified Trainer** since 1998
- Other Expertise
 - Award winning, bestselling computer book author
 - Columnist for Windows Vista Community and Windows XP Expert Zone
 - Networking and security for small business and consumer
 - Home networking and media technology
 - Windows Vista
 - Windows XP
 - Windows Home Server (beta)
 - Windows Longhorn Server (beta)
 - Windows 2003 and 2000 Server
 - Exchange 2007, 2003, 2000, and 5.5
 - Windows 2000/Me/98/95
 - Microsoft Office 2007, 2003, XP, 2000, and 97
 - PowerPoint Design
 - Adobe InDesign, Photoshop, and Acrobat CS
 - Design, Layout, and Presentations

SAMPLE PUBLICATIONS (COMPLETE LIST APPEARS LATER)

Exchange Server 2007 Administrator's Companion, Microsoft Learning, 2007

Various Articles, Windows XP Expert Zone and Windows Vista Community, Microsoft

Introduction to Windows Firewall with Advanced Security, Microsoft, 2006 (white paper)

MCSE Self-Paced Training Kit (Exam 70-270): Installing, Configuring, and Administering Microsoft Windows XP Professional, Microsoft Learning, 2005

Microsoft Security Guide for Small Business, Microsoft, 2004 - a computer and network security guide for small business owners

WORK EXPERIENCE

1993 - Present **Glenn Associates** Huntsville, AL

Owner

- Freelance technical and marketing writing and editing for several national publishers and companies
- Graphic design, document layout, and preparation
- Network and security design, administration, and technical support for small and medium-sized technical and non-technical businesses
- Hardware and software support and education for small and medium-sized businesses
- Home networking, security, and media center integration
- Lead project manager in development of integrated commercial medical records software system in conjunction with Medical Office Management Services
- Managed help desk personnel and Problem Resolution Site for General Electric Information Systems, a national on-line information service

1992 - 1993 **Mac Solutions, Inc.** Huntsville, AL

Head Technician

- Managed technical department
- Hardware and software support and training
- General sales and consultation in retail, government, corporate and educational environments

1989 - 1992 **Medical Office Management Services** Huntsville, AL

Technical Consultant

- Responsible for planning and administering Windows-based LAN
- Hardware and software support and training for healthcare personnel

1985 - 1989 **AC3** Huntsville, AL

Technician

- Computer setup, support, and training

EDUCATION

BA, Literature, Biology, Computer Science - June 1992 Huntsville, AL
University of Alabama in Huntsville

AWARDS

Distinguished Award, Puget Sound Chapter of Society for Technical Communications, 2004-2005, for *MCDST Self-Paced Training Kit (Exam 70-272): Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System*

Distinguished Award, International Competition of Society for Technical Communications, 2004-2005, for *MCDST Self-Paced Training Kit (Exam 70-272): Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System*

Excellence Award, Puget Sound Chapter of Society for Technical Communications, 2004-2005, for *MCDST Self-Paced Training Kit (Exam 70-271): Supporting Users and Troubleshooting a Microsoft Windows XP Operating System*

WHITE PAPERS, GUIDES, AND OTHER PUBLICATIONS

Introduction to Windows Firewall with Advanced Security, Microsoft, 2006 (white paper)

Battlecards & Hunting Guides for Compute Cluster Server 2003, Microsoft, 2007

Job Aids and formatting for Business Desktop Deployment Solution Accelerator 3.0, Microsoft, 2006

Managing and Troubleshooting Windows XP: A Small Business Guide, Microsoft, 2006 – writing and formatting for troubleshooting guide for small business owners

The Power of Distributed Computing in Cancer Research: Supercomputing 2005 Keynote Presentation, Microsoft, 2005 (formatting)

End-User Documentation (Manual and Help Files) for Microsoft Shared Computer Deployment Toolkit for Windows XP, Microsoft, 2005

End-User Documentation (Manual and Help Files) for Microsoft Shared Computer Toolkit for Windows XP, Microsoft, 2005

PowerPoint Presentations for Microsoft World-Wide Public Sector, Microsoft, 2005 (editing and formatting)

How-To Articles on Office 2003 for Microsoft TechNet, Microsoft, 2002

BOOKS (BY PUBLICATION DATE)

Exchange Server 2007 Administrator's Companion, Microsoft Learning, 2007

MCSE Self-Paced Training Kit (Exam 70-270): Installing, Configuring, and Administering Microsoft Windows XP Professional, 2nd Edition, Microsoft Press, 2005

Linksys® Networks : The Official Guide, 3rd Edition, McGraw-Hill Osborne Media, 2005

MCDST Self-Paced Training Kit (Exam 70-271): Supporting Users and Troubleshooting a Microsoft Windows XP Operating System, Microsoft Learning, 2004

MCDST Self-Paced Training Kit (Exam 70-272): Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System, Microsoft Learning, 2004

MCSE Self-Paced Training Kit (Exam 70-297): Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure, Microsoft Learning, 2004

Word Pocket Guide, 2nd Edition O'Reilly & Associates, 2004

Exchange Server 2003 Administrator's Companion, Microsoft Learning, 2003

Mike Meyers' MCSA .Managing a Microsoft Windows Server 2003 Network Environment Certification Passport (Exam 70- 291), Osborne/McGraw-Hill, 2003

Outlook Pocket Guide, O'Reilly & Associates, 2003

Word Pocket Guide, O'Reilly & Associates, 2002

How to Use Windows XP Bestseller Edition, Que, 2002

Mike Meyers' MCSA Managing a Windows 2000 Network Environment Certification Passport (Exam 70-218), Osborne/McGraw-Hill, 2002

Windows XP Tips and Techniques, Osborne/McGraw-Hill, 2002

How to Use Windows XP, SAMS, 2001

MCSE Exchange 2000 Server Study Guide, Sybex, 2001

MCSE Guide to Microsoft Windows 2000 Networking, Course Technology, 2001

BOOKS (CONTINUED)

Exchange 2000 Server Administrator's Companion, Microsoft Press, 2000

Word 2000 in a Nutshell, O'Reilly Press, 2000

How to Use Windows 2000 Professional, SAMS, 2000

Windows 98 in a Nutshell, O'Reilly Press, 1999

Exchange Server 5.5 Administrator's Companion, Microsoft Press, 1999

MCSE Exchange Server 5.5 Ace It, IDG Books, 1999

Exchange Server 5.5 MCSE Study Guide, IDG Books, 1998

Teach Yourself MCSE Windows NT Server 4.0 in 14 Days, SAMS Publishing, 1998 – Contributing author

Teach Yourself MCSE TCP/IP in 14 Days, Macmillan Publishing, 1997 – Contributing Author

Teach Yourself MCSE Networking Essentials in 14 Days, Macmillan Publishing, 1997

Networking Essentials Unleashed, Macmillan Publishing, 1997 – Contributing author

TRAINING COURSES

Introduction to Computer Security for Small Businesses, Microsoft, 2006—Microsoft Small Business+ Site

Supporting and Troubleshooting Windows XP, Microsoft, 2006—Microsoft Small Business+ Site

Backing up and Restoring Your Data, Microsoft, 2005—Microsoft Small Business+ Site

Choosing a Firewall, Microsoft, 2005—Microsoft Small Business+ Site

Evaluating Support Alternatives, Microsoft, 2005—Microsoft Small Business+ Site

TRAINING COURSES (CONTINUED)

Implementing Disaster Recovery Processes, Microsoft, 2005—Microsoft Small Business+ Site

Maintaining Virus Protection, Microsoft, 2005—Microsoft Small Business+ Site

Managing User Access, Microsoft, 2005—Microsoft Small Business+ Site

Protecting Your Network, Microsoft, 2005—Microsoft Small Business+ Site

Tracking Hardware and Software Purchases, Microsoft, 2005—Microsoft Small Business+ Site

Working with a Technology Consultant, 2005—Microsoft Small Business+ Site

Working with Customer Support, Microsoft, 2005—Microsoft Small Business+ Site

Network and Operating System Essentials, DigitalThink, 2000—Author/Instructor

Internet Information Server 4.0 Series, DigitalThink, 1998—Author/Instructor

Exchange Server 5.5 Series, DigitalThink, 1999— Author/Instructor

PUBLISHED ARTICLES

Choosing a Windows Vista Edition, Windows Vista Community, Microsoft, 2007

Getting to Know Windows Sideshow, Windows Vista Community, Microsoft, 2006

Protect Your Computer with Windows Defender, Windows XP Expert Zone, Microsoft, 2006

Compare Documents Side-by-Side in Word 2003, Microsoft, 2005

PUBLISHED ARTICLES (CONTINUED)

Creating a Logical Folder Structure in Microsoft Outlook 2003, Microsoft, 2005

Managing Important Work E-Mail Using Outlook 2003 Rules, Microsoft, 2005

Protecting Yourself from Junk E-Mail in Outlook 2003, Microsoft, 2005

Providing Centralized User Data Management Through Folder Redirection, Microsoft TechNet, 2004

Configuring NNTP on Exchange 2000 Server, TechProGuild, 2001

Configuring and Optimizing Multiple Locations with Exchange 2000 Server, TechProGuild, 2001

Outlook Web Access 2000, Exchange & Outlook, 2000

Using Internet Newsgroups with Exchange Server 5.5, Exchange & Outlook, 2000

Backing up Exchange Server 5.5, Exchange & Outlook, 2000

Tips for Increasing Exchange Server Performance, Exchange & Outlook, 2000

Monitoring Exchange Server 5.5, Exchange & Outlook, 2000

TECHNICAL REVIEWS

MCSE TCP/IP: Next Generation Training, New Riders, 1999

Teach Yourself TCP/IP in 24 Hours, SAMS, 1999

MCSE TestPrep: Windows 95, New Riders, 1998

MCSE TestPrep: Windows NT in the Enterprise, New Riders, 1998

TECHNICAL REVIEWS (CONTINUED)

Windows 98 Professional Reference, New Riders, 1998

MCSE Training Guide: Windows 95, New Riders, 1998

MCSE The Core Exams in a Nutshell, O'Reilly, 1998

MCSE The Electives in a Nutshell, O'Reilly, 1998