

Michael Karasch
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Education: University of Wisconsin-Milwaukee
Master of Science
September 2003 – August 2005
Area of Concentration: Computer Science
Cumulative GPA: 3.667

University of Wisconsin-Milwaukee
Bachelor of Science
August 1999 – May 2003
Major: Computer Science
Cumulative GPA: 3.128

Computer Skills: Languages: C, C++, Perl, Visual Basic, SQL, HTML, Java
Software: Microsoft Windows (98/2000/2003/NT/XP), UNIX (SunOS/AIX/HPUX),
Linux (Red Hat/Slackware/Windows), AutoCAD, Microsoft Office, Apache
Web Server, Microsoft Internet Information Server, Siebel CRM
Hardware: PC based desktops, laptops, and servers; Ethernet routers and switches

Related Experience: **Programmer/Analyst** April 2006 - Present
Northwestern Mutual Life Insurance

- Maintained and enhanced Siebel-based system for storing contracting and licensing data
- Maintained data integrity across multiple operating system and database platforms
- Worked with business clients to turn business processes into technical requirements
- Provided round the clock support for data entry and processing systems

IS Network Support Tech - Senior January 2001 – April 2006
School of Information Studies

- Developed software to automate creation and management of Active Directory user accounts
- Developed and maintained web pages for distance education
- Built and maintained approximately 140 workstations for student and faculty use
- Built and maintained web servers on both Windows and Linux platforms
- Aided in Windows 2000 Active Directory rollout
- Provided assistance to lab users on a variety of topics
- Aided in department relocation

Course Assistant

January 2002 – May 2002

School of Information Studies – Senior Capstone

- Helped students learn UNIX basics
- Assisted students in debugging Perl CGI scripts
- Gave lectures when professor was unavailable

Help Desk Consultant

June 2000 – December 2000

Student Technology Services

- Answered questions on a variety of technical subjects via phone, email, and in person
- Assisted lab users
- Diagnosed computer problems from descriptions given over the phone