

RESUME

• **MOST** recent security clearance - **SECRET**

• **PATENT AWARD** - From Raytheon for a high speed, fiber optic, thin film, *Two Color Ratio Pyrometer*. It was initially used for measuring weld quality on NASA's Apollo Guidance Computer.

Douglas W. St.Clair

400 Burton Highway
Wilton, NH 03086-5022

Phone: 603.654.9321

Fax: 603.654.5440

E-mail: dwstclair@tellink.net

<http://www.tellink.net/~dwstclair>

• OVERVIEW

▾ KEYWORDS - in alphabetical order

Titles: analyst, architect, author, consultant, contractor, designer, developer, draftsman, editor, engineer, instructor, inventor, lecturer, manager, presenter, product manager, project manager, supervisor, technician, writer

Tasks: backup and restoration of data, consultant, designer, developer, hardware installation, instructor, lecturer, marketer, mechanical drafting, modeling & quantitative analysis, multimedia development, non-disclosure presentations, OCR operator, performance testing, planned, pre-sales consulting, project management, public speaker, QA testing, re-engineering, research, sales, scanner operator, software installation, staffing, statistics, storage management, strategist, supervisor, system integration, system migration, technical support, test, trouble-shoot, write.

Networking: 3270, APPLETALK, BRIDGE, BROADBAND, CLIENT-SERVER, DECNET, DSU/CSU, ETHERNET, EXTRANET, FTP, GATEWAY, GOPHER, HTML, HUB, INTERNET, INTRANET, LAN, LU6.2, MULTI-VENDOR, PATHWORKS, RJE, ROUTER, SNA, SWITCH, TCP/IP, TRASNERVER, VT100, WAIS, WAN, X.25.

Operating systems: A/UX, DEC-11 DOS, DIGITAL UNIX, HP/UX, LINUX, MACINTOSH (OS6, OS7, OS8), MICROSOFT DOS, MICROSOFT WINDOWS (3.1, 95, 98), MVS, NETWARE, NT 4.0, OPENVMS, OS2, OS8 (for PDP-8), PDP-DOS, RSTS, RSTS/E, RSX, RSX-11M, RSX-11S, RT-11, TOPS 10, TOPS 20, ULTRIX, UNIX, VMS & VMS CLUSTERS, XXDP.

Applications: Access, Adobe Illustrator, Adobe Streamline, Aldus Freehand, AutoCAD, Backup, Basic, Basic Plus, BEdit, Bru, C, Claris Resolve, CoSA After Effects, DECwrite, Email, Fortran, Fractal Design Painter, FrameMaker, FTP, Infini-D, Interleaf, JCL, Keywords: A/UX, Lotus 1,2,3, Lu6.2, Lynx, MacProject, Macromedia Director, Macromedia Three D, Macromodel, Map Info, Microsoft Excel, Microsoft PowerPoint, Microsoft Word, MiniCad+, Ms Office, Nisus Writer, Ofoto, PageMaker, PhotoShop, QBasic, Quark, Ready-Set-Go!, SAS, SPSS, Streamline, Super Three D, Swivel Three D, Tar, TECO, Visual Basic.

WORK HISTORY - Doug St. Clair Resume

Description	Dates
NH Technical College - Presented Intro and Adv. Telecommunications Course	8/99-10/99
NH Technical College - Developed and Presented Project Management Course	7/99-8/99
SelfEmployed Multimedia Consulting	11/98-7/99
TekSystems - Chaners: Project Manager For Macintosh Y2K	7/98-11/98
TekSystems - Computer Town:Tech. Support Macintosh & WINTEL Systems	3/98-7/98
The Registry - Mercury Computer Systems - Macintosh - WINTEL Transition	12/97-3/98
SelfImprovement NT Training	10/97-11/97
Aerotek - BBN: Monitor: NOC, WHOC, Firewalls	10/96-5/97
SelfEmployed - DTP, Multimedia, Consulting	6/96-10/96
New Boston - Digital Equipment Corporation: Drafting & Tech. Writing	4/96-5/96
SelfEmployed - DTP, Tech. Writing	10/95-4/96
TWD & Assoc. - Sr. Systems Analyst	10/94-10/95
SelfEmployed - DTP, Multimedia, Consulting	2/93-10/94
Digital Equipment Corporation	1974-1993
Digital Equipment Corporation - Engineering Group Leader	1991-1993
Digital Equipment Corporation - Manager Networks Consulting	1984-1991
Digital Equipment Corporation - Product Manager	1983-1984
Digital Equipment Corporation - Data Center Manager	1981-1982
Digital Equipment Corporation - Software Consultant	1980-1981
Digital Equipment Corporation - Data Center Manager	1978-1980
Digital Equipment Corporation - Course Presenter & Developer	1974-1978
US Army Security Agency (ASA) - Instructor, Basic Electronics	1973-1974
Douglas W. St.Clair Insurance Agency - Owner	1972-1973
Sylvania - Instructor, Course Developer & Course Administrator	1968-1972
Raytheon - QC Engineer, Electro-Optical Designer	1966-1968
H.L. Jung, Assoc. - Electronic Engineer, Display Designer	1967-1968
Ditran, Baird Atomic - Electronic Technician	1966-1967
Walsh Body & Trailer - Industrial Sales	1965-1966
Us Air Force (Honorable Discharge) NORAD Heavy Ground Radar Maintenance	1961-1965

WORK HISTORY - Doug St. Clair Resume

WORK HISTORY 1961 – NOVEMBER 1998

Job Title	Job Description	Employer
	Digital	
Consultant - Data Mining	Ran a series of complex statistical analysis procedures against corporate invoices to determine the likelihood that when marketing felt two products should be sold together they were. When companion products were split on two invoices sometimes it was because the sales team knew the cost for both products exceeded the buyer's spending limit. The opportunity here is to examine the pricing model for the two products, which often spanned product lines, to see if bundling the products at a lower price was offset by reducing sales expense. Another case was when two products were sold on separate invoices because the sales force didn't know they went together. Here is an opportunity to reduce sales and administrative expense and increase customer satisfaction through training.	Digital
Consultant - Enterprise Networks	Create complete system solutions required a thorough understanding of storage, engine, network, display, and user requirements. Identify a viable solution and obtain parts from third party vendors then find the means to creatively fund third party vendors.	Digital
Consultant - Enterprise Software Applications Upgrade Strategy	Developed the strategy for migrating an enterprise critical application in several hundred locations worldwide when a major operating system upgrade occurred. Specific requirements also included ensuring coordination with other software packages running at these locations.	Digital
Consultant - Research (Profitability Metrics)	Examined and reported on the metrics used to measure sales support operations. Sales support operations were treated strictly as cost centers but some sales may not be possible without their skills. Developed ways to credit the value of sales support in making the sale without crediting the entire sale to every organization that touched it.	Digital
Consultant - Sales Support	Developed a model that relates networking standards to various levels of an organization.	Digital
Consulting - Data Mining	Consultant designed and executed a data mining exercise. Extracted and reformatted data from the previous quarter's invoices then statistically sampled invoices to identify opportunities where training or pricing could reduce cost as well as identified areas where software license revenue may have been lost.	Digital
Consulting - Theoretical	Consultant providing a study of life cycle cost over the life of more than one computer platform. Considered transitions in word length (16 bit, to 32 bit, to 64 bit), hardware architectures (RISC and CISC), as well as software license costs, legal requirements (IRS, SEC, FDA, etc.), training, maintenance cost the life of data and media.	Digital
Consulting - Data Center Management	Primary software consultant on a mission critical application being deployed in hundreds of locations worldwide. Disaster planning consultant for creating a corporate records retention strategy. Backup tapes were being misused as archives.	Digital

WORK HISTORY - Doug St. Clair Resume

Course Development & Presentation	Developed and taught the first software course for field service engineers with on-line access to a machine in the classroom. This innovation permitted students, in a two-week course, to accomplish the course goals three days earlier than ever before.	Digital
Course Development & Presentation	First CAI program in Digital.	Digital
Data Center Manager	Six direct reports. The DECUS Library data center reproduced, or contracted for the reproduction of, media on virtually all Digital hardware and operating systems and media, magnetic and paper tape, disks, et cetera. The data center also provided administrative support, media reproduction, distribution, order processing, shipping, billing, wrote and typeset the catalogs, and provided customer services world wide (including east bloc countries).	Digital
Data Center Manager	Two direct reports. Digital's Educational Services data center handled scheduling of all employee and customer training for Boston, MA, Washington, D.C., Chicago, IL.	Digital
Engineering Group Leader	Eight team members. The Open Branch Platform was comprised of a RISC - ULTRIX) (UNIX) server and general purpose computing environment. Responsible for creating system specifications and leading the team design of testing to ensure that end users could gain predictable and reliable access to applications running on DOS, WINDOWS, ULTRIX, and MVS over local and wide area networks.	Digital
Graduate and Vocational Teaching	Course Developer & Presenter Digital Equipment Corporation first CAI program in Digital. Taught the first software course for field service engineers with on-line access to a machine in the classroom. This innovation permitted students, in a two-week course, to accomplish the course goals three days earlier than ever before. The three additional days were used to reinforce some key concepts as well as add 30% more material to the course.	Digital
Graduate and Vocational Teaching	Developed a two-day Introduction to IBM's SNA, in one week, with one typist's assistance. It contained student handouts, lesson plans, lecture notes, instructor and lab guides, and 104 slides.	Digital
Engineering Group Leader	Engineering Group Leader for the Open Branch Platform (OBP) consisting of twenty plus DOS/Windows workstations running business applications. The workstations were networked to a RISC/ULTRIX server that served applications and data. The server also was a gateway to an IBM mainframe for LU 6.2, 3270, and RJE for users at workstations.	Digital
Engineering Group Leader	Engineering Group Leader introduced the use of sampling to analyze client-server performance. Introduced SAS in the analysis of client-server performance data and SAS graphics for its presentation. Previous tool was Microsoft EXCEL.	Digital
Management	Hands-on manager of network products pre-sales support to Digital Equipment Corporation's (DEC) Top One Hundred Customers. Personally supported one pilot program worth in excess of \$12 million.	Digital

WORK HISTORY - Doug St. Clair Resume

Management	Manager of the Corporate Networks pre-sales support group I modeled the impact of 3rd party components in large computer sales. Greater 3rd party content improved likelihood of a sale but, exponentially increased the time (and cost) required to make the sale. It also considered the impact of support cost. The study concluded these sales could actually have significant negative impact on the bottom line.	Digital
Product Management	For a complex VAX/PDP-11 networked laboratory system.	Digital
Manager of Networking Consultants	Four direct reports. Responsible for pre-sales support of multi-vendor networks to Digital Equipment Corporation's top 100 customers.	Digital
Principal Engineer	Developed test plans, test designs, executed tests on VAX - VMS and RISC - ULTRIX (UNIX) network servers.	Digital
Product Management - Networks Marketing	Corporate responsibility for computer networking in the Laboratory Data Products (LDP) marketplace.	Digital
Product Management - Networks Marketing	Represented the company at trade shows and customer facilities.	Digital
Product Management - System	Responsible for a data gathering and analysis system consisting of PDP-11 front-end running RSX-11s and a VAX - VMS back end system.	Digital
Technical	Data Center Manager for Digital Equipment Corporation's first data center for Educational Services, selected hardware and software, developed procedures, and trained technical and administrative staff	Digital
Technical	Data Center Manager for the Digital Equipment Computer Users Society (DECUS), supervised staff providing administrative support, customer service, media reproduction, world-wide distribution (including east bloc countries), order processing, shipping (more than 95 percent of all orders within 24 hours), billing, wrote and typeset several catalogs each year.	Digital
Technical	Member of the Cycles for the Millions Committee that examined several computer architectures including massively parallel. Only large problems that are decomposable are applicable to massively parallel architectures. The skills to determine which problems are amenable to massively parallel architectures are not found in most mortals. To remove the problem solving issue from the gods my research examined the impact caused by a lack of tools, to assist in determining which problems are amenable to being solved by massively parallel architectures.	Digital
Technical	Networks consultant on Broadband Ethernet.	Digital
Technical	Networks consultant providing non-disclosure information on Ethernet before it was introduced.	Digital
Technical	Networks consultant to a major university on the problems associated with moving digital medical images.	Digital

WORK HISTORY - Doug St. Clair Resume

Technical	Networks consultant to Fortune 10 Corporations on block mode (3270) terminal access to character based (VT 100) applications.	Digital
Technical	Networks consultant to Fortune 10 Corporations on fault tolerant computing issues.	Digital
Technical	Networks Marketing Manager at for laboratory networking solutions.	Digital
Technical Writer - Course Developer	Wrote student manuals, lesson plans, lab guides, and instructor guides, with illustrations and slides, for seminars, contract military, electronics field service technician hardware and software training programs.	Digital
Technical Writer - Sales Support & Training	Produced the sales and sales support training materials for the Open Branch Platform.	Digital
Technical Writer - Subject Matter Expert	Wrote the chapter on Laboratory Networks to the book on Computers in the Laboratory by Dr. Liscouski and the logic design section for a book on Fluidics Engineering.	Digital
Writer	Technical Writer/Subject Matter Expert wrote the chapter on Laboratory Networks to the book on Computers in the Laboratory by Dr. Liscouski and the logic design section for a book on Fluidics Engineering.	Digital
Public Speaking	Corporate Public Speaker sought after for innovative extemporaneous technical presentations to senior management and government officials for more than eight years.	Digital
Consultant - Process Improvement	Created system procedures for backup and restore of the computer and disaster recovery for the entire office then instructed personnel in their use.	Digital and Self Employed
	Self Employed	
Consultant - Process Improvement	Consulted on procedure for creating and managing paper documents.	SelfEmployed
Consultant - Multimedia Implementation	Researched options, recommended and implemented software and hardware systems to support a secure (SECRET) multimedia conference center. The center had several computers running three operating systems, a variety of image sources, displays, a video editing suite, and audio conferences.	SelfEmployed
Consultant - Process Improvement	Developed procedures to ensure paper and computer systems were fully integrated.	SelfEmployed
Consultant - Process Improvement	Devised a method to automate creation of certain tables in DECwrite from a customer database. The new approach reduces the time to create one table from more than four hours to less than one hour.	SelfEmployed
Consultant - Theorist	Developed a model that relates communications technologies to level in the organization and the phase of the life cycle.	SelfEmployed
Consultant - Video Conference	Developed the hardware, network, and training requirements, defining staffing, and projecting costs to support secure videoconferences.	SelfEmployed

WORK HISTORY - Doug St. Clair Resume

Consulting	Consultant for adapting tools and techniques from SSA to Y2K issues.	Self Employed
Consulting	Consultant on electro-optical infrared designs to fiber-optic manufacturer.	Self Employed
Consulting	Consultant on the trade-off between several communications channels (telephone, mail, e-mail, news groups, mail-list, videoconference, audio conference, and others) to the level of the US Navy personnel in the organization verses the phase of the project in its life cycle.	Self Employed
Consulting	Information recovery consultant to Public Citizen when they sued the Bush Administration to retain backup tapes for posterity. Previously each administration's computer data was deleted when a new president took office.	Self Employed
Consulting - Engineering	Consulted to a fiber optics manufacturer on the design of electro-optical systems.	Self Employed
Desktop Publisher	Start and ran a Macintosh based desktop publishing, audio and video studio, which provided: Desktop publishing services with Word, Nisus, PageMaker, FrameMaker, and Ready -Set - Go!. 2D graphics with Illustrator, Freehand, Persuasion, PowerPoint, and Fractal Design Painter. 3D graphics with Infini-D, MacroModel, and MiniCad+. Multimedia audio and video with Sound Tools, Pro Tools, Premier, Video Shop, Director, and After Effects. Used a variety of Operating systems and peripherals: Macintosh II, Ilci, SE/30, SE, DUO 230, Power Computing, and Wintel computers Macintosh O/S 6,7,8 and A/UX, Microsoft DOS, Windows, NT (workstation and server), LINUX, and OS2. Scanners, internal and external as well as removable and fixed hard drives, Postscript laser and ink jet Printers, HP printers. AppleTalk and TCP/IP networks. Hardware and software consulting and maintenance.	Self Employed
Draftsman	Draftsman Created as built drawings and block diagrams of computer rooms and their equipment using.	Self Employed
Macintosh/Wintel Hardware and Software Experience	Provided troubleshooting and repair in heterogeneous Macintosh, NT, Windows, and UNIX environments.	Self Employed
Macintosh/Wintel Hardware and Software Experience	Start and ran a Macintosh based desktop publishing, audio and video studio which provided Desktop publishing services with Word, Nisus, PageMaker, FrameMaker, and Ready -Set - Go!. 2D graphics with Illustrator, Freehand, Persuasion, PowerPoint, and Fractal Design Painter. 3D graphics with Infini-D, MacroModel, and MiniCad+. Multimedia audio and video with Sound Tools, Pro Tools, Premier, Video Shop, Director, and After Effects. Used a variety of Operating systems and peripherals Macintosh II, Ilci, SE/30, SE, DUO 230, Power Computing, and Wintel computers Macintosh O/S 6,7,8 and A/UX, Microsoft DOS, Windows, NT (workstation and server), LINUX, and OS2. Scanners, internal and external as well as removable and fixed hard drives, Postscript laser and ink jet Printers, HP printers. AppleTalk and TCP/IP networks. Hardware and software consulting and maintenance.	Self Employed

WORK HISTORY - Doug St. Clair Resume

Miscellaneous	Monitored internet sites, firewalls, and websites, responded to alarms, contacted customers, logged onto routers, firewalls, and web hosts, troubleshot systems, effected repair or directed field service and Telco personnel to correct the problem.	Self Employed
Multimedia Producer	Started a state-of-the-art desktop publishing and multimedia development business, video editing and animation, audio editing and post-processing. One major project was a feature length video presented in Wilton's Art and Film Festival.	Self Employed
Sales - Insurance	My own full service agency (Life, A&H, P&C, traditional and equity based products)	Self Employed
Technical Writer - Draftsman	Created as built drawings and block diagrams of complex systems using AutoCAD R11 on ULTRIX and produced documentation, including tables and artwork with DECwrite.	Self Employed
Technical Writer - Illustrator	Researched, wrote and typeset the manual for the PEO - USW multimedia presentation system. It included a large number of cross-references, an index, many illustrations and flow charts. Written with Microsoft Word and Works, tables created in Microsoft Excel, artwork scanned with Ofoto, traced with Adobe Streamline, original artwork created in Adobe Illustrator and Aldus Freehand, graphics manipulated with Adobe Photoshop, engineering drawings created in AutoCAD on Windows then transported to MiniCad + on the Macintosh and exported as EPS. The final document typeset in FrameMaker.	Self Employed
Technician	Technician, Electronics Depot Level Maintenance: Macintosh and Wintel systems.	Self Employed
Technician	Troubleshoot and repair hardware and software in a networked heterogeneous Macintosh, NT, Windows, and UNIX environment.	Self Employed
Technician, Network Operations Center	Monitor internet sites, respond to alarms, troubleshoot to determine whether problems are related to network, firewall or host, contact customers, field service and Telco to repair the problem.	Self Employed
Writer	Technical Writer/Illustrator Researched wrote and typeset the manual for the complex multimedia presentation system. The manual included a large number of cross-references, an index, many illustrations and flow-charts. The writing was done using Microsoft Word (at desktop) and Works (on a laptop). Tables were created in Microsoft Excel. Artwork was scanned with Ofoto then converted to EPS format with Adobe Streamline. Original artwork was created in Adobe Illustrator and Aldus Freehand. Graphics were manipulated with Adobe PhotoShop. Engineering drawings were created in AutoCAD on Windows then transported to MiniCad + on the Macintosh and exported as EPS. The final document was typeset, cross-referenced, and indexed in FrameMaker.	Self Employed

WORK HISTORY - Doug St. Clair Resume

	Sylvania	
Consultant - Life Cycle Management	Worked to adapt the life cycle introduced for military programs to smaller groups. The original use of life cycle management assumed that at the end of each phase work transitional to a new group. When one engineer, or a small team, carries a project from concept to production they do not need to create the parts of the document, which were intended to transition from one group to another.	Sylvania
Course Development & Presentation	Developed the original lesson plans for Sylvania Technical Training School's basic electronics course.	Sylvania
Course Development & Presentation	System Safety Analysis was a 6-week (240 hour) course. Taught Fault Tree Analysis, Life Cycle Management, Introductory Statistics and other SSA specific material to U.S Army nuclear, conventional, chemical, and biological weapons designers.	Sylvania
Graduate and Vocational Teaching	Course Developer & Presenter GTE/Sylvania Technical Training School (Syltec).	Sylvania
Graduate and Vocational Teaching	Course Developer & Presenter System Safety Analysis a 6-week (240-hour) course for US Army. Taught Fault Tree Analysis, Life Cycle Management, Introductory Statistics and SSA specific material.	Sylvania
Graduate and Vocational Teaching	Developed and presented four day seminars on fluidics engineering and industrial pollution control, data communications, printed circuit design, digital logic design, and system safety analysis.	Sylvania
Graduate and Vocational Teaching	Taught 120 lecture hours of graduate level material on life cycle management, project management, systems analysis, Boolean Algebra, and statistics.	Sylvania
Graduate and Vocational Teaching	Wrote the original lesson plans that were approved for accreditation by the State of Massachusetts for their basic electronics course.	Sylvania
Instructor	Systems Safety Analysis (SSA) instructor to US Army nuclear, biological, chemical, and conventional weapons designers. Used SSA and Operations Research techniques to predict both likelihood and severity of events.	Sylvania
Management	Project Manager at GTE-Sylvania the first assignment was to rescue a troubled program. The program was turned around in two months. It was the largest contract in the group.	Sylvania
Technical Writer - Editor	Wrote and edited the contributions of others in eight volumes of training materials on Systems Safety Analysis. Wrote books on Boolean Algebra and Industrial Pollution Control. Wrote manuals (to government specifications) on a radar simulator and a multimedia conference center.	Sylvania
Writer	Technical Writer/Editor Wrote and edited the contributions of others in eight volumes of training materials on Systems Safety Analysis. Wrote books on Boolean Algebra and Industrial Pollution Control. Wrote manuals (to government specifications) on a radar simulator and a multimedia conference center.	Sylvania

WORK HISTORY - Doug St. Clair Resume

Graduate and Vocational Teaching	Developed and managed training programs for government and industry for more than ten years.	Sylvania, ASA, Digital
	Other	
Miscellaneous	Technician, Electronics Production & Test: Assembling and testing emission spectrometers	Baird Atomic
Engineer	Designed total radiation and two color ratio pyrometers.	Raytheon
Engineer	QC engineer for high reliability manufacturing operation that included NASA Apollo Guidance Computer, US Navy Poseidon Missile Guidance Computer, and other projects.	Raytheon
Technician, Electronics Production	Assembly of prototype synchro-to-digital converters	Ditran
Sales - Insurance	Life insurance agent for Equitable Life.	Equitable Life
Engineer	Developed the specifications and test plans for critical parts for display manufacturer.	H.L. Jung
Engineer	Designing, assembling and testing a bowling machine scorer, and other less exotic pieces of equipment.	H.L. Jung
Instructor	Civilian Instructor For The Army Security Agency.	US Army / NSA
Military Primary Specialty	Technician, Electronics: Military - 4 (1 training, 3 practical) years in the USAF as a radar maintenance	USAF
Military Secondary Specialty	Ordinance disposal technician.	USAF
Technician, Electronics	Military - 4 (1 training, 3 practical) years in the USAF as a radar maintenance and Explosive Ordinance (Bomb) Disposal technician	USAF
Course Development & Presentation	How to specify a tractor-trailer for truck sales managers at GM Zone training center.	Walsh Body & Trailer
Sales - Industrial	Aluminum truck bodies, semi-trailers, schools busses, reefers and related equipment	Walsh Body & Trailer

Miscellaneous Trade Skills

Blacksmithing (Hand Forge)

CAD

Drafting

Foundry Practice

Letterpress Printing And Hand Typesetting

Machines Tool Operation (Lathe, Milling, Etc.)

Pattern Making (For Sand Casting In A Foundry)

Welding (Gas & Electric)

Woodworking (General)

KEYWORDS - in alphabetical order

Titles: analyst, architect, author, consultant, contractor, designer, developer, draftsman, editor, engineer, instructor, inventor, lecturer, manager, presenter, product manager, project manager, supervisor, technician, writer

Tasks: backup and restoration of data, consultant, designer, developer, hardware installation, instructor, lecturer, marketer, mechanical drafting, modeling & quantitative analysis, multimedia development, non-disclosure presentations, OCR operator, performance testing, planned, pre-sales consulting, project management, public speaker, QA testing, re-engineering, research, sales, scanner operator, software installation, staffing, statistics, storage management, strategist, supervisor, system integration, system migration, technical support, test, troubleshoot, write.

Networking: 3270, APPLETALK, BRIDGE, BROADBAND, CLIENT-SERVER, DECNET, DSU/CSU, ETHERNET, EXTRANET, FTP, GATEWAY, GOPHER, HTML, HUB, INTERNET, INTRANET, LAN, LU6.2, MULTI-VENDOR, PATHWORKS, RJE, ROUTER, SNA, SWITCH, TCP/IP, TRASNCEVER, VT100, WAIS, WAN, X.25.

Operating systems: A/UX, DEC-11 DOS, DIGITAL UNIX, HP/UX, LINUX, MACINTOSH (OS6, OS7, OS8), MICROSOFT DOS, MICROSOFT WINDOWS (3.1, 95, 98), MVS, NETWARE, NT 4.0, OPENVMS, OS2, OS8 (for PDP-8), PDP-DOS, RSTS, RSTS/E, RSX, RSX-11M, RSX-11S, RT-11, TOPS 10, TOPS 20, ULTRIX, UNIX, VMS & VMS CLUSTERS, XXDP.

Applications: Access, Adobe Illustrator, Adobe Streamline, Aldus Freehand, AutoCAD, Backup, Basic, Basic Plus, BEdit, Bru, C, Claris Resolve, CoSA After Effects, DECwrite, Email, Fortran, Fractal Design Painter, FrameMaker, FTP, Infini-D, Interleaf, JCL, Keywords: A/UX, Lotus 1,2,3, Lu6.2, Lynx, MacProject, Macromedia Director, Macromedia Three D, Macromodel, Map Info, Microsoft Excel, Microsoft PowerPoint, Microsoft Word, MiniCad+, Ms Office, Nisus Writer, Ofoto, PageMaker, PhotoShop, QBasic, Quark, Ready-Set-Go!, SAS, SPSS, Streamline, Super Three D, Swivel Three D, Tar, TECO, Visual Basic.