

## Objective

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My ambitions are to better my future and have a stable (yet challenging) career in the computer industry. I am confident in my ability to produce a positive outcome in anything I set my mind to, and I have a strong desire to further advance my knowledge in computers and networking. I may not be decorated with certificates or have a diploma above that of an Associate's Degree, but I have experience, dedication, and lots of patience!!!

## Experience

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### **Information Systems Resource Support Specialist II**

**October '03 – Present**

State of Tennessee (Department of Human Services) – Jackson, TN

(I was converted from a contract position with Local Government Data Processing Corporation to the State of Tennessee. All responsibilities that existed previously when employed with LGDPC remain as a State Employee. A few additional responsibilities have been added).

- Help our customers by supplying them with upgraded hardware and software, technical expertise, and solutions for the problems that they may encounter
- Evaluate and troubleshoot PC, network, printer, and account problems
- Research and compile documentation to head-off any problems in the future, and to likewise help my co-workers by supplying them with the information that I have gathered
- Create and update spreadsheets involving user accounts, equipment, and network usage
- Generate Requests For Service (RFS) for network cables, hubs, routers, controllers, and modems to be installed
- Keep an orderly database of users, equipment and network functionality to provide adequate ticket turn-around and to supply users with the best possible services I can render
- Lift, Move, and Install computer related equipment ranging from 1 to 150+ lbs
- Train co-workers and customers in the use, installation, and troubleshooting of software and hardware
- Test and implement new and upgraded hardware and software into the workforce of our staff and the customers that we support
- Some very limited programming and software development
- The creation and maintenance of a website containing resources needed for everyday reference and software installation

### **Desktop Service Engineer II**

**April '01 – September '03**

Local Government Data Processing Corporation – Columbia, TN

- Evaluate and troubleshoot PC, network, printer, and account problems
- Research and compile documentation to head-off any problems in the future, and to likewise help my co-workers by supplying them with the information that I have gathered
- Create and update spreadsheets involving user accounts, equipment, and network usage
- Keep an orderly database of users, equipment and network functionality to provide adequate ticket turn-around and to supply users with the best possible services I can render
- Lift, Move, and Install computer related equipment ranging from 1 to 150 lbs.

## PC Technician / Graphic Designer

February '98 – March '01

The Independent Appeal – Selmer, TN

- The installation of hardware and software; and the troubleshooting thereof
- Maintenance of printer connectivity / stability and network topology structure / functionality
- Determine what software and hardware is needed and purchase it
- Design advertisements in the regular paper and tab inserts, page layouts, photo scanning and photo manipulation, etc

## Education

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### Jackson State Community College – Jackson, TN

August '99 – May '01

- Associate's Degree in Applied Computer Science, with concentration in Microcomputer – Networking

### Adamsville High School – Adamsville, TN

August '94 – May '98

## Awards

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1<sup>st</sup> Place in Desktop Publishing – State Conference

2<sup>nd</sup> Place in Desktop Publishing – Regional Conference

## Computer Skills

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I have experience in the following operating systems: DOS, Windows 3.1, Windows 95, Windows 98, Windows 98 SE, Windows NT Server, Windows NT Workstation, Windows ME, Windows 2000, Windows XP Home and Professional Editions, Windows Vista (all versions), Windows 7 (all versions), MAC OS 7.0 – current, and some very limited Linux experience in RedHat, Mandrake, Fedora, Mandriva, Xandros, gOS, Knoppix, and Lycoris.

I also have experience with the installation and troubleshooting of the following: memory (including but not limited to DDR2 and DDR3), network cards, sound cards, AGP and PCI graphic cards (including PCIE), internal and external modems, hard drives (PATA and SATA), floppy drives, CD-ROMs, DVD-ROMs, Blurays, PSUs, CPUs, internal and external zip drives, inkjet and laser printers, USB/FireWire expansion cards, TV-Tuner cards, dual layer DVD burners, Bluray Burners, AMD and Intel processors, and system boards.

I am knowledgeable in the installation and use of the following software: Microsoft Office 6.0 - current (including Word, Excel, PowerPoint, Access, and FrontPage); Macromedia Dreamweaver; Personal Communications; XCOM/DynaComm\_Elite; GroupWise 5.5.2 - current; Attachmate Extra 6.5 - current; Internet Explorer 5.0 - 9.0(Beta); Netscape 4.0 - 7.0; Novell Client versions 3.5 - 4.91 SP3; eManager; LAN WorkPlace Pro; EBT Administrative Terminal; CITRIX; LexMark Printer Software; CARL; ATS Manager; Norton AntiVirus; Symantec AntiVirus; Norton Ghost; Partition Magic; Swish; Corel Draw 6.0, 8.0 - 12.0, WordPerfect, QuarkXPress 4.0 - 6.5; Photoshop 4.0 - multiple CS versions (including CS5); Paint Shop Pro 5.0, Corel PhotoPaint, Adobe Acrobat Reader, Adobe Acrobat Distiller, and more.

## References

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**Additional Information Available at:**

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