

# TECH GURU

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## COMPUTER AND NETWORKING SUPPORT

Experienced technical support professional with a background in programming and project management. Seeking a position helping employer leverage investment in computer technologies. Excellent technical and interpersonal abilities. Qualified by over 17 years in information systems, the last five of which have been managing the PC support area.

### Areas of Expertise:

- End-User PC and Application Support
- Systems and Server Purchasing
- Network and Server Support
- Microsoft Office (Word, Excel, PowerPoint, Access, FrontPage)
- Implementation and Training
- Microsoft Windows NT Server Installation-Microsoft Certified Professional
- Microsoft Exchange Server Installation & Administration - Microsoft Certified Professional

## PROFESSIONAL EXPERIENCE

IBM

1986-Present

### Manager PC Support (1993-Present)

Manage all support of PCs in a three-state region as well as support and administration of corporate e-mail system. Manage department with several technicians. Handle PC and server purchasing for 18 regional facilities. Set hardware and software standards. Perform network server installation and administration functions.

- Implemented and administered Microsoft exchange server for over 400 users. Replaced Microsoft mail implemented earlier for 150 users.
- Changed corporate standard from Microsoft DOS with WordPerfect and Lotus to Microsoft Windows with Word and Excel, with subsequent migration to Microsoft Windows 95.
- Supported growth of end-user computing and networking from 50 PCs and one server to over 400 PCs and ten servers.
- Worked on teams to implement help desk management software, first Supportmagic then Heat.

### I/SProject Manager (1991-1993)

Information Systems Project Manager assigned to finance division responsible for conversion and support of computer associates general ledger, accounts payable, accounts receivable, fixed assets, both during and after merger. Worked directly with business unit managers to develop new charts of accounts, convert existing data, modify programs and procedures and generate reports. Managed a team of two programmers.

- Implemented procedures and programs to combine four separate invoicing systems into a single consolidated accounts receivable within three months of merger.
- Supported users in both the corporate headquarters and the regional office across states.
- Assisted Comptroller with development of merged accounting structure in the CA-General Ledger.

**Systems Analyst (1989-1991)**

Implemented a grain accounting system package acquired from a business partner across 15 grain terminals and the headquarters in Columbus, Ohio. Worked with business unit to convert database and procedures to that of our company. Managed two programmers on the team.

- Completed conversion process in 18 months, two months earlier than expected.
- Implemented several major code changes to generalize the pre-existing database structure due to extreme differences in business processes.

**Senior Analyst Programmer (1986-1989)**

Implemented and supported financial applications: accounts payable, accounts receivable and fixed assets. Solely managed and executed first four months of online accounts payable system implementation.

ASARCO, INC., Columbus, OR

1982-1986

**Programmer Analyst**

Managed programming and operations of a small IBM data center. Executed and resolved problems on all jobs including payroll, accounting, and plant maintenance. Supervised small data entry staff.

- Provided local development effort while working with corporate MIS-staff to convert from NCR card batch system to online IBM VM system.
- Coordinated installation of IBM 4321 and terminals in the office.
- Acquired and programmed first PC in the facility (1985).

**PROFESSIONAL DEVELOPMENT**

Lantech 1998-1999

Wordlink 1994

Lantech 1995

Microsoft "MCSE @ Night" certification program

Microsoft mail administration

Microsoft Windows NT support

**COMMUNITY ACTIVITIES**

Active in Youth Soccer League as Director of Registration, Division-Commissioner and Coach. Ran registration during increase of 16 teams and over 150 children to 1500 children on 144 teams. Developed league website.

**EDUCATION**

Indiana State University, Indianapolis, IN

Ohio State University, Columbus, OH