

Professional Experience

American Telecast Products, LLC, West Chester, PA

4/2004- 5/2011

Desktop Systems Technician

- Served as project manager for transition from Great Plains accounting to SAP Business One business management.
 - Managed resources, schedule, budget, and set the scope of the project, which required working with people at all levels of my company, third-party vendors, and all related hardware and software technologies.
 - Coordinated and facilitated subsequent major version upgrades of SAP and its related MS SQL database, which included working with desktops, servers, and human resources while managing the schedule and budget.
 - Documented all aspects of the transition and concurrent upgrades and trained personnel accordingly.
- Managed company-wide desktop and mobile support to include conformity to server requirements, complete hardware and software configuration and upgrades and was the single point of contact for all user troubleshooting.
- Documented all desktop and mobile implementations and then trained personnel at all levels as needed.
- Served as network administration in the absence of the primary making changes to Active Directory, Exchange accounts and queues, and the company firewall as situations required.
- Assumed all web design responsibilities during the designer's 3-month leave for 4 websites making changes as marketing or management required using Dreamweaver, a mix of HTML, CSS, JavaScript, and PHP coding.
- Conducted MS SQL database administrator duties in the absence of the primary to include making changes to tables, data, stored procedures, scheduled jobs, and corresponding Crystal Reports.
- Created and maintained social media platforms for various products to include Facebook, Twitter, and YouTube.
- Performed linear video editing of raw infomercial assets using Final Cut Pro and Adobe Premiere Pro to create online clips for company websites and social media platforms.

Chester County Department of Aging, West Chester, PA

8/2003 - 4/2004

Care Manager

- Assessed, coordinated and performed ongoing care management for vulnerable aging clients and families.
- Met client needs over the phone, while working with third-party vendors, and/or by conducting in-home visits.
- Scheduled product and service deliveries and installations with clients and vendors.
- Documented all care, services, and products given to clients and meetings with the RN about the clients.

AstraZeneca Pharmaceuticals, Wilmington, DE

5/1998 - 12/2000

Contracts Manager

- Helped to resolve system problems from one corporate merger and synthesized processes for a second merger.
- Solved customer contracting issues and disputes via phone, email and face-to-face communication.
- Performed data analyses to ensure company products were performing as expected and above the competition.

Gene Huller

United States Air Force, Andrews AFB, MD

5/1994 - 5/1998

Communications Technician

- Setup a site-wide peer-to-peer Local Area Network (LAN) and performed Windows 95 desktop installations.
- Maintained High Frequency radios and related equipment used by the US President and dignitaries.
- Trained new technicians on the proper operating and troubleshooting procedures.
- Supervised technical work performed by both lower and higher ranking personnel.
- Managed a 20-person dormitory to include coordinating cleaning and maintenance and performing inspections.

Education & Training

Bachelor's Degree

University of North Carolina at Greensboro - Bachelor's of Sociology and English, double major, *cum laude*;

Greensboro, NC

May 2003

Associate's Degree

Community College of the Air Force - Associate of Applied Sciences in Electronic Systems Technology, *GPA: 4.0*;

Gunther-Maxwell AFB, AL

May 1998

Summary of Skills

Computer Support

- On-site and Remote Computer Support
- Hardware & Software Installations, Upgrades, & Support
- Consultations, Training, Tutoring, & Documentation
- Anti-Virus, Anti-Spyware, & Firewall Protection
- Disaster Preparedness & Recovery
- Safe Family Computing Measures
- Data Backup & Recovery

Web Design & Social Media Support

- Conducted all web design responsibilities managing 4 websites during the web designer's 3 month leave.
- Designed 2 Facebook fan pages, 1 YouTube channel & served as technical assistant for 2 Twitter pages.

Linear Video Editing for Web

- Acquired & organized over 2 TB's of uncompressed infomercial footage & performed linear video editing of infomercials for use on product websites.

Customer Service

- Positive, courteous and thoughtful face-to-face contact
- Patient, calm and tactful approach to diverse personalities
- Conscientious and thorough service with efficient follow-up

Software

- Windows 95-XP, Vista, 7; Mac OS X Jaguar-Lion; Linux
- MS Office, Word, Excel, for Win to 2010 & for Mac to 2011
- MS SQL Server, Exchange 2003, Win Server 2000-08, SAP Business One, QuickBooks
- Final Cut Studio, Adobe CS5 (Photoshop, Dreamweaver, Premiere Pro, some Fireworks), Handbrake, QuickTime Pro
- Anti-Virus, Anti-Malware, Firewalls, VPN, System Imaging

Hardware

- PC & Mac Desktops and Laptop/Notebooks
- iPhone, Android, Blackberry & Wireless Barcode Scanners
- Routers, Switches, Hubs, Firewalls, Rack to Desk Cabling
- Printers, Copiers, Fax, Scanners