

# THE RESUME of

Help Desk Analyst    Web Designer    PC Technician  
**TROY R. SCHULZ**  
Desktop Publisher    Palm Computing Specialist  
PC Consultant

## JOB OBJECTIVE

I am seeking an opportunity to use my extensive experience in a position with increasing responsibilities, challenges and opportunities.

## PROFESSIONAL EXPERIENCE

### PC & Network Support Technician, APRIL 2011 to PRESENT

StaffLogix, Working for Home & Business Computer Services Darboy

- I handle a wide variety of PC technical services for home users and SMB's in Windows, Mac, and Linux environments.
- Performed a large variety of hardware and software installations and upgrades, virus removal, PC restorations, media PC installations, special projects, and more.
- Have worked on a variety of larger projects. Installed and configured a new Windows 2008 R2 Server. Then planned and implemented a 150 workstation PC refresh and cloning project for a private educational institution with two campuses, using Windows and Linux technologies.
- Planned a server replacement project for one branch of a large multinational manufacturing corporation in the paper industry. Replaced two antiquated Windows servers with a VMware ESXi server: including 3 virtual Windows 2008 R2 servers (File Server, SalesLogix Server, SQL Server), 1 vCentral Vsphere Mobile Server, and 1 Untangle Linux-based web content and filtering appliance server.

### PC TECHNICIAN ASSISTANT, AUGUST 26, 2010 to OCTOBER 29, 2010

CESA6 - Cooperative Educational Services Agency, Hwy 44 Oshkosh

- Retained as a limited term contracted specialist to assist in preparing CESA6's affiliated schools with required technology needs in preparation for the new school year.
- Performed a variety of tasks ranging from PC upgrades, installations, configuration, SmartBoard™ installations, A/V equipment support, network support, running cable, wireless hotspot installation, desktide user support, and more. key member of a team of 4 technicians charged with completing a company-wide PC refresh and rollout involving approximately 500 workstations.

### PC REFRESH TECHNICIAN, February 2010 to May 2010

Pomeroy IT Consulting, Working for Jansport HQ on Hwy CB Appleton

- A key member of a team of 4 technicians charged with completing a company-wide PC refresh and rollout involving approximately 500 workstations.
- Charged with processing new computer systems, including imaging, software installation, setup, testing, and troubleshooting.
- Desktide hardware installation and employee orientation on the new systems.
- Processed both business workstations and custom graphics workstations.
- Other duties included both local and remote desktop support and assistance.

#### Accomplishments:

- Being a highly skilled group of technicians, we were given complete autonomy, with very little supervision, in completion of the project as long as it was completed on schedule and within budget.

### BUSINESS TO BUSINESS ACCOUNT MANAGER & SPECIAL PROJECTS TEAM MEMBER, DECEMBER 2004 to APRIL 2009

WEST Business Services, 100 W College Ave Fl 4 Appleton

- Company focus is to provide high quality professional business to business inside sales and customer service services to a variety of enterprise-level companies.
- My initial primary focus was to act as a business account manager for clients of Cingular Wireless (formerly AT&T Wireless).

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- Call on existing base of business customers and encourage them to renew contracts, upgrade service, add new service, gain referrals, increase usage of data services and more.
- Try to provide Cingular business customers with a personalized experience and a single ("cingular") point of contact for all their wireless needs. This is to prevent a customer from calling a customer service number and waiting on hold. Instead they gain access to a personal account manager who helps them streamline their services and their account.
- Received a promotion to a "Special Projects Team". Was made a Project Leader in charge of managing a large scale migration project for the U.S. Postal Service. Was also a key team member in a variety of other large scale projects as well.
- Have designed and implement many different forms and documents which are used in a variety of capacities within the company including sales proposals, sales tracking, data management, brochures, spec sheets, credit requests, and more.
- Also charged with maintaining and updating our internal intranet central communications page for the Cingular project (ie. "Cingular Web Portal"). This means I must keep track of all the latest news and subject matter which are important to keeping our entire program functioning in an efficient manner and allowing us to service our clients most efficiently.

## Accomplishments:

- Received multiple awards including Excellence in Execution, Associate of the Month, Employee of the Month, and several miscellaneous awards for unsolicited customer and client feedback.
- Have also gotten consistent positive feedback and commendations from co-workers for assistance and being an excellent team player who goes above and beyond the call of duty.
- One of the first people chosen to be promoted to the newly created and coveted Cingular "Special Projects Team".
- This team is tasked to provide specialized services to global account managers and business care managers, assisting them with large scale migration and customer recovery and retention projects affecting very large corporate and global accounts.
- Helped to significantly reduce customer churn rate and saved Cingular hundreds of thousands of dollars in otherwise lost revenue.
- Also put in charge of creating a new "web portal" for the dissemination of shared resources and information using Microsoft Sharepoint Services. Received a separate award for my outstanding work on that project alone.

## **SMALL BUSINESS SOLUTIONS SPECIALIST & SPECIAL PROJECTS ASSOCIATE, JUNE 2003 to OCTOBER 2004**

Pitney Bowes, Inc, 2225 American Drive Appleton

- Primary responsibility is the selling of postage meters to US small business customers through the use of Inbound & outbound telesales practices and techniques.
- Consistently matched or beat team and department sales goals on a regular basis.
- Developed sales spreadsheets for special projects teams to consistently track and calculate sales numbers, averages and conversion rates.
- Was a member and top producer on 3 Special Projects teams. These teams specialized in targeted sales to very specific target audiences:
  - BuyerZone.com - A team specializing in selling to customers who request information on postage meters through [www.buyerzone.com](http://www.buyerzone.com).
  - ADA - A team specializing in dental practices affiliated with the American Dental Association's member advantage program, through which Pitney Bowes offers special pricing and packages.
  - LivePerson™ - A live chat service which Pitney Bowes implemented on their [www.pitneyworks.com](http://www.pitneyworks.com) website to provide customers with live chat sales support. In this venue, the rep must not only type very fast, but must be able to handle multiple customers at the same time and still be able to sell effectively.
    - Note: I held the highest overall consistent sales volume conversion in this capacity.

## Accomplishments:

- Became one of the top two sales reps on the team based upon sheer sales volume and level of excellent teamworking skills.
- Received multiple awards and commendations for sales excellence including Rookie of the Month and Excellence in Sales.

## **SALES & MARKETING ASSOCIATE, OCTOBER 2002 TO JUNE 2003**

PRISM Marketing, 103 West College Avenue 2<sup>nd</sup> Floor Appleton

- Primary responsibility is to support PRISM clients in building and managing their customer databases throughout the entire life cycle (acquire, retain, serve and grow).
- Other responsibilities include providing services related to market research surveys, event management-demand and registration, and enhancing client satisfaction in a professional manner.

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## **PARTNER, 2002 TO PRESENT**

DMT Hosting Services, based in Seymour, Wisconsin [www.dmthosting.com](http://www.dmthosting.com)

- Provider of web design and web hosting services.
- In addition to my web design services, I am a partner in a Fox Valley company offering low-cost web hosting services and custom programming.

## **HELP DESK PROFESSIONAL, JULY 1999 TO NOVEMBER 2001**

TEK SYSTEMS (Working for Aid Association for Lutherans), 5760 Grande Market Drive Appleton

- Provided front-line technical support for the Home Office employees (and some Field Personnel) of a major Fortune 500 Fraternal Benefits Organization by providing phone support for their computer hardware and software-related challenges
- Customers supported were on-site, at remote WAN sites and accessing network resources via RAS (remote dial-in)
- Provided support to resolve hardware and software-related issues via phone as well as remote access to desktops using PC-Anywhere
- Supported not only hardware items (such as desktop/notebook Pc's from HP and IBM, but also a variety of other items including HP Printers, Lexmark LCP boxes, and Palm V Palm Computers) -- most connected by Token Ring (initially), but also a variety of software packages -- some commercial and some custom-written and many mainframe, RS/6000 or OS/2 applications
- Software supported includes (but may not be limited to): CIF, CTI, PeopleSoft, PAR, Lotus EasySync, Lotus Notes, Internet Explorer, LiveLink, ADMS, PCOM, PRF, PC SAS, TSO, FileNet, PassGo(InSync), MS Access and ODBC resources, Business Objects/Data Warehousing, DocRight, Visio 3.0, LUS, PC Anywhere, PerformanceWorks, MS PowerPoint, RAS, ScreenPass, TCP/IP, Virtual Classroom, Norton AntiVirus, Windows 95, 98 & NT, WinZip, MS Word & Excel 97, ARGIS, ASIM & a variety of other applications both commercial and proprietary
- Was a key relief member of a team of 11 Help Desk Professionals assisting with the corporate rollout of Lotus Notes R5 (and subsequent releases)
- Had my contract extended numerous times to assist with the support of the Field Help Desk Lotus Notes rollout and the rollout of the new IBM Thinkpads
- Provided additional support for the company-wide Ethernet Conversion

### Accomplishments:

- Made a key member (and consultant) of a special "Palm Support" team charged with supporting the Palm V rollout to management-level personnel and higher (and with training the remainder of the Help Desk personnel) because of my 2+ years of expertise with Palm computers and to provide technological recommendations to key decision-makers of the "Palm Project" team
- Received two Outstanding Customer Service Awards - one from within the department and one from a unit in another department

## **PC COMPUTER TECHNICIAN, FEBRUARY 1 TO MARCH 18 & MAY 17 TO MAY 21**

TEK SYSTEMS (Working for Praxair Surface Technologies), 5760 Grande Market Drive Appleton

- Was member of a special team contracted to complete a Y2K remediation project
- Various duties include the following: Computer Support/Help Desk, transfer of user's old data from their specialized directory on a Novell server to their new directory on a new Windows NT® server, setting up Lotus Notes Clients and importing their old mail from either .PST or .MMF files, mapping network drives for proper file transfer, setting permissions on user directories, setting up laptop computers for users to access the network remotely, setting up Lotus Notes to replicate locally to the laptops

## **CUSTOMER SERVICE REPRESENTATIVE, OCTOBER 1997 TO JANUARY 1999**

Nelson Marketing Inc., 210 Commerce Street Oshkosh

- Primarily in charge of receiving inbound sales calls for imprinted promotional products and processing the orders from beginning to end.
- Was a pioneer in a newly created position within the company -- a position which used to be handled by two people.
- Member of a special team created to handle both US and Canadian customers.
- Various duties include the following: Basic computer operations, data entry, cross-selling, processing of claims, filing, vendor relations, sample requests, graphic art consulting, art preparation, and time management -- all under a very time-sensitive, team-oriented environment in a company that offers its customers guaranteed on-time shipment or their order is free.
- Worked within a Windows NT/Windows 95 operating system using custom-written software programs in addition to MS Word, MS Excel, MS Access, MS Outlook and others.

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## ACCOUNT EXECUTIVE, FEBRUARY 1995 TO 1996

Computer Plus/Gerrware Inc., 2300 South Oneida Street Green Bay

- Inside commissioned Sales Representative in charge of servicing customer needs in relation to buying computer systems for home and/or business.
- Responsible for various other duties including PC Technician's Aide and minor maintenance.
- Also considered the Outside Sales Representative and Standby Technician for the Oshkosh/Lower Fox Valley area.

### Accomplishments:

- Developed a large, regular (repeat) customer base
- Considered the Top Account Executive in the store
- Was a key Sales Representative in tripling Christmas Season sales over the previous year's Christmas Season sales
- Sold roughly 75% of every Computer System quoted

## ALTERNATIVE MEDIA CONSULTANT, JULY 1994 TO FEBRUARY 1995

Dynamic Designs, 611 N. Lynndale Suite 180 in Appleton

- In charge of setting up appointments for myself and other salespeople to sell mini-billboard space in public restrooms and on top of gasoline pumps
- Charged with various office tasks such as typing, filing, computer operations, graphic design, desktop publishing, copying, and software/hardware installation

### Accomplishments:

- Was told by my employer that I was the best Telemarketer he has ever seen
- Quick thinker under pressure on the telephone
- Designed many useful forms, form-letters, and advertisements to create increased efficiency and profitability

## OWNER / SOLE PROPRIETOR, 1992 TO PRESENT

Paper Airplane Desktop Publishing, home-based sole proprietorship [www.padp.com](http://www.padp.com)

- Have been a specialist in providing a wide variety of services in the areas of desktop publishing, design, PC consulting and web design / hosting.
- Offer services as a desktop publisher / designer for the design and printing of a variety of materials including (but not limited to) business cards, letterheads, brochures, wedding invitations/bulletins, newsletters, company logos, menus, Val-Pak® Coupons, and a variety of other printed media.
- Provider of web design services.
- Have an established, repeat client base to which I offer services in the area of computer consulting for home and small business needs. This includes consultation as well as the acquisition of PC's and related equipment or the building and maintenance of custom PC's. Also provide peer-to-peer networking consultation and design.

## OWNER / SOLE PROPRIETOR, January 1995 TO PRESENT

aeroplayne.com, home-based sole proprietorship [www.aeroplayne.com](http://www.aeroplayne.com)

- A local Fox Valley area provider of low-cost Windows 2003 Advanced Server web hosting - offered at the same price as traditional Linux hosting.
- While offering service to any size business, main focus is to provide more personalized service to small businesses and non-profit organizations. Customers are to be a name and not just another number.
- Additional goals are to provide many low-cost options normally only available to enterprise level businesses due to traditional high pricing (ie. discussion forums, news aggregators, RSS feed displays, live chat support, and more).

## OWNER / SOLE PROPRIETOR, NEW STARTUP IN 2010

Paper Airplane Digital Photography, home-based sole proprietorship [www.padp.com](http://www.padp.com)

- A new local area provider of quality photographic services.
- Able to create quality images in a variety of areas including weddings, portraits, landscapes, product photos, commercial, children, seniors, events, and more.

### Accomplishments:

- Won the city of Neenah 2009 Playful City USA citywide photography contest. Out of a limited two photo submissions, took first and third places with both photos in two categories.

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## Awards and Honors

### Golden Web Awards

Awarded this recognition two years in a row for excellence in website design.

### Awards given by West Business Services

- Excellence in Execution
- Associate of the Month
- Employee of the Month
- Several other awards for unsolicited client and customer feedback
- Special recognition for efforts in creation of a custom associate intranet communication portal using MS Sharepoint
- Given Certification for completion of CORE Training Program

### Awards given by AAL (Thrivent)

- Outstanding Service Award (issued by an internal department in appreciation for efforts)
- Outstanding Service Award (issued by a customer unit in appreciation for efforts)

### WCRP

Given Certificate of Recognition for volunteer time above and beyond call of duty to better the organization & our community

### Awards given by City of Neenah

Received First and Third Place Awards in the City of Neenah's first city-wide photography contest to promote their Playful City USA campaign.

References Available Upon Request