

## Profile

### Award-Winning Graphic Design -

extensive experience of both print and web-based design. Developed brand identities, web sites, flyers, brochures, business cards, order forms, reports, sales collateral, proposals, advertising print media, TV commercial production, photography, and more.

### Professional Technology Consultant -

known for his aptitude and excellent desk-side manner. Has served companies of all sizes from home-based users to Fortune 500 companies. Has also volunteered much of his time and skills to supporting several non-profit and not-for-profit organizations.

## Hardware Skills

System Setup & Troubleshooting  
 Custom Build Pc's  
 Systems Setup  
 Troubleshooting  
 Systems Support  
 Large Scale PC Rollouts

Networking  
 Palm  
 Blackberry  
 Nokia (Symbian)  
 More...

## Software Skills

Including, but not limited to...  
 Microsoft Publisher

Corel PrintHouse

Corel TRACE

Corel DRAW

Corel PHOTOPAINT

Corel RAVE

MS Frontpage

Macromedia Dreamweaver

Adobe Premier

Microsoft Office

OpenOffice.org

Lotus Notes R5

MS Netmeeting

Procomm Plus

Franklin Planner

Software

MS DOS

Windows 95

Windows 98

Windows ME

Windows XP

Windows NT/2000

Windows 2003 Advanced  
 Server

Linux (including Ubuntu,  
 RedHat/Fedora, Tmxxine, Knoppix,  
 Puppy, Debian, & more...)

MS Sharepoint

Vmware Workstation

VirtualBox

Thunderbird

Novell Evolution

Can readily adapt to new software and  
 emerging technologies....

## Career Development

### **TEK Systems, AAL (Thrivent), AMS (American Medical Security), Praxair, Pomeroy IT Consulting, CESA6 and others...**

- Experience as a Help Desk Analyst, PC Technician, Desktop Support Specialist, and Palm Computing Specialist.
- Provided front-line technical support for corporate employees to resolve software and hardware challenges. Support provided both locally and remotely.
- Software supported includes (but may not be limited to): CIF, CTI, PeopleSoft, PAR, Lotus EasySync, Lotus Notes, Internet Explorer, LiveLink, ADSM, 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, 2000, XP, WinZip, MS Word & Excel, ARGIS, ASIM & a variety of other applications both commercial and proprietary.
- Was a key member of a team of 11 Help Desk Professionals assisting with the corporate rollout of Lotus Notes R5 (and subsequent releases).
- Provided additional support for the company-wide Ethernet Conversion.
- Was a Palm Computing Specialist tasked with heading a team in charge of rolling out and supporting Palm V handheld devices to management and executive-level personnel and providing required training afterwards. Received multiple awards for excellent service.
- Part of a special team assembled to complete a Y2K remediation project.
- Various duties included: Help Desk support, data transfer from Novell server to Windows NT server, installation and setup of Lotus Notes client to personnel workstations and/or laptops, importing mail file data, mapping network drives, establishing user permissions, RAS setup, and replication setup.
- Key member of a special team tasked with a 2000+ corporate-wide PC rollout.

### **West Business Services, Prism Marketing, Pitney Bowes, Computer Plus**

- Was in charge of piloting a new client program for RIM (Research in Motion), the makers of Blackberry.
- Have experience with wireless device technology and wireless data including cell phones, PDA's, laptop cards, and other specialty devices.
- Was in charge of new employee data training and education.
- Was charged with creating an internal communications portal using Microsoft Sharepoint services. Also asked to operate as a consultant for executive assistants in the creation of their departmental portals.
- Received multiple awards and commendations for service and client feedback. Promoted twice.
- Helped develop quality sales leads by consulting with executive level and higher decision-makers regarding IP telephony products from Nortel Networks.
- Have extensive experience providing support using LivePerson™.
- Acted as custom-built computer consultant and PC technician.

### **Paper Airplane Desktop Publishing and Web Design ([www.padp.com](http://www.padp.com)), [aeroplayne.com](http://aeroplayne.com) Web Hosting Services**

- I have operated my own businesses since 1992 in the areas of desktop publishing, design, web design, web hosting, and PC consulting.
- Have an established, repeat client base to which I offer services in the area of computer consulting for home and business needs.
- Includes consultation, acquisition, and building of PC workstations and servers using both Windows and Linux technologies.
- Troubleshooting, maintenance, networking, local and remote support services.
- Have been a provider of low-cost Windows 2003 Advanced Server website hosting.
- While offering services to any size business, my core focus has been to provide more personalized service to small businesses and non-profit organizations. Customers are a name - not just another number.
- Additional goals are to provide many low-cost options normally only available to larger businesses due to traditional high pricing or difficulty in installation (ie. discussion forums, news aggregators, RSS feed displays, live chat support, MS SQL, MySQL and more).

## 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)

### Winnebago County Republican Party

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

## Interests and Activities

### Musician

I am a professional soloist and instrumentalist. I have performed at many clubs, benefits, and weddings. I have also worked as a Disk Jockey (DJ). My wife and I have conducted Wedding Music Seminars and operate our own part-time music business (singing and playing for weddings, funerals, and so forth).

### Volunteer

Offer time to non-profit and not-for-profit organizations in the efforts to better my family, community, and government. Have assisted such organizations as Winnebago County Republican Party, Thrivent, Wisconsin Evangelical Lutheran Synod (WELS), Martin Luther School, 4-H, Rebel Alliance Theatre Group, and others.

### Sports

Tennis, Rollerblading, Bicycling, Billiards, and Cribbage.

### Personal Development

Financial Planning, Money Management, Marketing, & Personal Development Seminars.

### User Support Group

Am an original member and currently co-moderator of CDUG (Corel Draw Users Group) - a support community consisting of graphic designers of over 1000 members world wide from many countries.

*references available upon request*