

## 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.

## Career Development

### **TEK Systems, AAL (Thrivent), AMS, Praxair, Pomeroy IT Consulting, CESA6, StaffLogix, 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 a 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.
- 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.
- 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.

### **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.

technology consulting • desktop publishing • website development • website hosting • photography

- 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 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)

### **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.

## 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 WCRP, Thrivent, Wisconsin Evangelical Lutheran Synod (WELS), Martin Luther School, 4-H, Rebel Alliance Theatre Group, and others.

### Personal Development

Attend Financial Planning, Money Management, Marketing, & Personal Development Seminars. Also involved with RU Support Group and other various business networking groups. I am on a self-study course learning about open source solutions, including Linux, and how they benefit an enterprise.

### User Support Group

Am an original member and currently co-moderator of CDUG (Corel Draw Users Group) - an international support community consisting of graphic designers with over 1000 members world wide from many different countries. I'm also a member of the CorelDRAW Advisory Board for Corel Corporation in Canada and a Corel Graphics Suite beta tester.

*references available upon request*