

PROFESSIONAL EXPERIENCE SUMMARY

Applied Computer Networking/Installation/Programming & Electrical Engineering skills to quickly solve & complete challenging Field Service Requests. Able to program with HTML, ASP, ASPX.NET, VB, Visual C#, UNIX & Java script, AppleScript, C, SQL, Fortran, BASIC, Assembly Code, & Siemens PLC SW. In-depth work experience with the following: Win9x/NT4/2K/Xp/2K3/2K8/Vista/7/8/10, DOS, Novell NW-3/4/5/6x, UNIX, Linux, and Mac (7.1-10.x OS X) operating systems, Smartphones/mobile devices (iPhone, iPad, Android, Blackberry, etc.), Apple-GSX & ACMT, Action Request System BMC Remedy v6/7/8/9, www, MS-IE + Chrome + Firefox, Security Firewalls, IDS, Anti-Virus SW, Kali-Linux, Nessus, Metasploit, WiFi security, Kismet, Wireshark, MS-IIS + Apache Web Servers, FTP Servers, MS-SQL Server2000/05, VMware & Parallels vm sw, VNC, RDP, SSH, Telnet, FTP, NFS/NIS, TCP/IP, IPX/SPX, MS-Office Suites, Access_DB, VR technologies, 3D-printing (MakerBot certified @GCLS-NJ), AutoCAD, Adobe PhotoShop, Xerox & HP net printers, MS-VisualStudio2003/05, HTML Editors: (WordPress, MM's-DreamWeaver/Contribute, + MS-FrontPage2003, etc.) Specified/ ordered/ maintained/ troubleshot complex Computer & Communication Equipment. Managed up to a 10-person-staff of Admin and Tech specialists. Conducted Specialized Technical Training for large & small groups.

ACHIEVEMENTS

Senior Technical Support Specialist, MCP, Apple Certified Mac Technician (ACMT) (2000-to current date)

Temple University, Computer Services [CS] - (Client Services); Philadelphia, PA

Supervised, mentored, and conducted training for up to a 10-person Tech Staff & provided the following daily services: Dispatcher; OnCall Service Calls: [HW+SW] PC/Mac (8.1-10.x OS X)/UNIX/Linux/VM sw, Smartphones/mobile devices (iPhone, iPad, Android, Blackberry [BES], etc.), Xerox & HP net printers, Apple-GSX & ACMT; Proactive Support (Server Maintenance & Server Firewall/IDS/Virus Security); Dept Support; and Projects Leader. Quickly & efficiently (using Action Request System BMC Remedy v6/7/8/9) serviced high-profile customers (Provost, VPs, Deans, etc.) Planned/ordered HW+SW. Setup/maintained/troubleshooted client/server (Win9x/NT4/2K/Xp/2K3/2K8/Vista/7/8/10 + NW 4/5x) systems. Troubleshooted (HW+SW) Ethernet + Wireless LANs with Fluke LAN troubleshooting equipment. Accurately performed Project Management, Tech Training, and detailed Tech Support Documentation duties.

Computer Laboratories Manager, Certified Novell Admin (1997-2000)

Temple University, [CS], College of Engineering Computer Center + College of Education Computer Center(s); Philadelphia, PA

Managed up to a 8-person staff consisting of technical specialists (including HelpDesks.) Designed/ordered/configured/maintained a 12-node (HP-UNIX 64-bit PA-RISC based workstation network) which included NFS, NIS, UNIX-scripting, and printing services. Upgraded a Novell 4x (100-user) Server (added HW+SW, optimized performance), and designed/configured the Clients (Win95/WFW/DOS.) Setup & maintained the Computer Center's WebServer (RedHat Linux os.) Troubleshooted/upgraded/repared PCs & Macs, Scanners, Projection Units, and Digital Cameras. Setup/maintained Macintosh G3/G4 (with HW/SW PC_Win95 addition) 50-station Computer Lab (installed/configured HW+SW and TCP/IP networking.) Provided PC (Win95/98+Y2K) + Mac (7.1-9.x) + UNIX (SGI,HP) + Novell NW-3/4x systems support (installing HW+SW, networking troubleshooting) to both colleges and the entire University. Also routinely solved Emergency Calls at the University's Main HelpDesk.

Senior Staff Engineer (1996-1997)

Temple University Public Radio (WRTI, Classical & Jazz-FM); Philadelphia, PA

Assisted the Chief Engineer with the station's (tri-state area) FM radio network [RF, uWave] (maintenance, repair, and design) of transmitters and translators. Repaired and upgraded many different types of mobile cassette recorders, antenna devices, and other complex field audio equipment (tested & soldered components at the board-level.) Maintained, upgraded, and designed WRTI's former LAN and associated computer HW+SW. Setup and troubleshot studio ISDN + Satellite TX/RX broadcasts & field ISDN + uWave TX/RX "live music broadcasts"!

Field Service Engineer (1994-1995)

Niehoff of America, Inc., Swedesboro, NJ

Traveled to different areas of the United States in order to commission/repair Niehoff (German) & Lesmo (Italian) wiredrawing, annealing, wire twisting, and coiling industrial machinery. This also included installing/programming/operating/extensive troubleshooting (electrical wiring, AC/DC drives, Siemens PLCs, Remote machinery sensing & control HW/SW) according to customer specifications. Solved international machine malfunctions and customer requests (via telephone, fax, or mail) by interpreting international electrical/mechanical machine component drawings and PLC ladder/statement diagrams.

EDUCATION

- IT Auditing & Cyber Security (certification)**, Temple University, Fox School of Business; Philadelphia, PA (5/2018)
- Apple Certified Mac Technician (#USASXS12) & GSX Training**, Self-study via Apple's online GSX@Temple University; Philadelphia, PA (6/2012)
- Teaching in Higher Education Certificate**, Temple University (Teaching & Learning Center); Philadelphia, PA (12/2011)
- Master of Science in Management Information Systems**, Temple University, Fox School of Business; Philadelphia, PA (5/2008)
- Microsoft Certified Professional (#2018962)**, Self-study of Win NT4/2K/2K3-8 (Server, Security, Enterprise) (9/2001)
- Certified Novell Admin.**, CG1 Systems, Inc. (Authorized Novell Ed. Ctr.); Berwyn, PA (1/1996)
- Bachelor of Science in Electrical Engineering**, Temple University; Philadelphia, PA (5/1994)
- Associate of Science in Engineering**, Lehigh Carbon Community College; Schnecksville, PA (5/1990)