

OBJECTIVE

To provide small to medium sized businesses with an alternative to maintaining their own IT and Systems Administration personnel, saving money while keeping quality of service at higher than expected levels.

QUALIFICATIONS

- 16 Years Systems Administrator for FOX Television From 4/87 to 10/2007.
- Ability to keep older systems productive while providing the most cost effective path toward upgrades.
- Established Desktop Works in 1992.
- 24/7 phone support within the hour.
- On site support within 24 hours.
- Support tailored to meet your needs, per incident or ongoing contract.

PROFESSIONAL EXPERIENCE

Owner of Desktop Works - Eugene Oregon 1992-current

- Provide 24/7 IT support for businesses too small, or unwilling due to cost, to maintain their own IT department.
- I bill only for positive hours worked, meaning that if there is an unfamiliar challenge that requires research, clients are only billed for those hours leading to a positive solution.
- Strong troubleshooting skills, I work well under pressure, and I'm able to use procedures and maintenance as a means to lowering over all cost of IT technology. For example, maintaining PC health and performance through solid virus/spyware protection and regular preventative maintenance.

Director of Operations and Systems Administrator

KLSR-FOX TV & KEVU TV, California Oregon Broadcasting Inc.

Eugene Oregon 1991 - 2007

- Lead Operations department which included entire 'cycle of life' of program acquisition, commercial insertion, FCC requirements, emergency response, budgeting and growth as stations went from analog tape to entirely new computer based and automated systems. Reduction in workforce needed for 24/7 broadcast operations from 16 Master Control Operators in 1991 to 6 in 2007 with the implementation of automation, training and simplified procedures.
- Systems Administration and IT support for two main sections, Broadcast and Office.
 1. Broadcast included various routing systems, multiple disk based acquisition and play-out servers. Multiple networks for video/audio routing, analog/digital conversion, insertion, automation, production, editing, etc.
 2. IT support for office staff including a network of 25+ PCs, fax machines, copiers, trafficking and office suit software, Lucent phone system with disk based voice mail. Sales support in the form of presentations, graphic creation and document management. Administered email and website.

EDUCATION

High school

Kenia High, Kenia Alaska 1982

Anchorage Community College, Alaska

Various studies including theater lighting 1982-1983

Lane Community College, Eugene Oregon

Various computer classes and advanced field videography 1987-1989

Microsoft

Currently working on multiple certifications beginning with Microsoft Certified Systems Administrator (MCSA).

References for Desktop Works and FOX are available. Also copies of all performance evaluations.