

RESUME - Richard A. Allcorn *(March 2019)*

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INTRODUCTION:

I am an exception to the rule, “Jack of all trades is a master of none”. I learn fast, master things quickly, and I remember. I have an engineering mind, love computers and technology, and never tire of sharing what I have learned with others who want to know more. I am the biggest “student” in that I am constantly learning. I am a big team player, loyal, with strong ethics, and very dependable. I am not over-qualified. I am in a service position, a position where we take care of users, and the systems and technology that they use. No job is too great, or too meager for me to undertake. I am here to ... serve

SKILL HIGHLIGHTS:

- Worked with computers since CPM & MS-DOS
- Mini-computer and mainframe experience
- Worked with terminals, modems, serial devices
- Network cabling, routers, switches, patch panels
- Excellent with network shares, resources & devices
- Networks: Coax/10BT, 100BT, Gigabit, Mesh & Fiber
- Notebooks/laptops, mobile computing, home office setups
- Workstation imaging, scripting, automatic user features
- MS Office apps: Word, Excel, Publisher, Powerpoint
- Network & Server documentation & disaster recovery
- Cross-platform intercommunications & resource sharing
- Google Apps/Gsuite domain setup, user accounts, services
- Internet domains, registrations, management, web hosting
- Website design templates, graphics, fonts, custom sites
- HTML links, embedded links, custom email signatures
- Cloud accounts, file shares, data synchronization, admin
- Shell scripting, batch files, login.bat & mobile profiles, user mgt
- MS Windows, Exchange Server, Active Directory, fileshares, printers
- LINUX, UNIX, macOS - experience with various releases/OS's
- LibreOffice apps: Writer, Calc, etc. (MSOffice compatibility expert)
- CLI Shell Scripted Server creation/configuration automation, tasks
- User accounts, shell-scripted creation, resource utilization, features

A VALUABLE ASSET:

For the past 23+ years, I have been contracting as an IT Systems Engineer/Consultant. Often working thru various agencies, I was a resource for anything from networking to server admin, to pc support, user training, and even help desk services. As a contractor, we make twice what a salaried employee makes, but we don't have paid vacations, health benefits, etc. and we pay for our training and equipment for keeping our skills sharp. I have learned a great deal over the years, seeing many things done in many different ways. I have developed the ability to quickly learn/develop my skills with subjects/equipment I've never worked with before. Now, I want to take those skills/experience and become a part of a team, growing/working to help the team, and become a working integral part of the organization.

MY IMMEDIATE GOAL:

I want to become a working, integral part of your team, where I can make a difference, with excellence of service, teamwork and resourcefulness. In my years of contracting the one thing I greatly missed was being a lasting part of a team. ... and I'm not over-qualified. I am here for the team.

EDUCATION/CERTIFICATIONS:

Graduate BA in Biblical & Theological Studies; AS in Computer Information Systems
certified in Avionic Communications & Navigations systems, electronics repair/maintenance - USAF/USAFR
certified in Business Management & Leadership Techniques – CCAF, ACC, Dell Computers
certified in Newspaper Journalism; served on newspaper & yearbook design staff; an experienced writer
competed in state competition in Sales Presentations; phenominal, effective salesman
certified Open Water Scuba diver with PADI
certified in Basic Electronics Troubleshooting & Repair; effective quality soldering training
certified in People Management and Supervision - CCAF, ACC, USAF/USAFR
Boy Scouts of America - certified Chaplain; Charter Org Rep; Scoutmaster/Trainer
Military Experience: served 10 years - USAF/USAFR
Ham Radio - General Class [KW7PTL]; GMRS [WQTS370]; 3rd Class Radiotelephone, broadcast endorsed;
Master Shell Scripting certified – LINUX Training Academy; ongoing LINUX/classes in-work

KEYWORD SEARCH: Help Desk, Tech Support, Trainer

I enjoy supporting, working with and troubleshooting for customers. I was once hired for the sole reason that the boss who hired me could tell that I “liked” people! I worked at Dell Computers for 4 years in their Tech Support department, and while there I helped start their notebook support group, became a “guru” for dial-up and configuration issues, and even headed up the “Hot Customer Queue” for VIP and problem issue/irate customers. During that time I was promoted to a Team Lead (works in the managers absence).

I worked at Home Depot for 3 years in their IT Help Desk department, troublehshooting all sorts of equipment. I created what I called the “Q/Ref Document” which Home Depot wanted to share with the entire Tech Support, as it gave troubleshooting tips, call numbers to transfer calls, and various reference and guideline materials they felt were valuable in getting a new agent up-to-speed quickly.

I also worked at Sears, in their customer service department as a Sr. Customer Service Consultant. I was later promoted to work with the corporate offices with VIP customers. Managers used to say they loved to listen in to my calls, as they inspired them to go the extra mile in supporting our customers, and because it was also entertaining. The customers love me, and always ask if they can call me directly next time.

I worked with ADRN as their IT Department manager, to fill-in for several months for their manager who was battling cancer. While there we greatly improved teamwork, inter-communication between the other team members and departments, and gained some new ideas in how to better server the agency.

In the Air Force I trained reservists, and was responsible for teaching them and developing them to excel in their jobs and assignments. I have taken those skills, along with various leadership training over the years, to help inspire and bring out the best in the folks I work with, to ensure the best service and support for our customers in need.

I am extremely adaptable, learn and understand quickly, and remember. I can work autonomously, with little or no supervision, knowing I am “trusted” to accomplish the assigned tasks.

**Note: chronological job history is not listed. As a contractor, the frequent job changes would leave the impression that I cannot hold down a position for very long. My positions varied in length, and do not work in a usual resume format. What you need is an ability to accomplish, to learn, and to easily and quickly adapt. I excel in all of these! I am willing to work on a probationary/trial basis to prove myself.*