

John Smith

IT SPECIALIST TRAINER / PROJECT MANAGEMENT / SYSTEMS ENGINEER

Classroom/Hands-on Lab Technology Instructor, Technical Writer and Computer Systems Engineer with more than 16 years experience partners with private industry (small business to corporate environments), healthcare, and academia to create a supportive forum where innovations in technology and electronic media may be addressed by providing quality client education, training, methodology development tools, performance and reliable strategic/project support and services.

Core Competencies

Business

- Healthcare/Academia/Private Industry Information Technology
- Corporate Development/Services Delivery and Business Value Approach
- Budget Development & implementation
- Staff Training and Supervision
- Strong Communication/Presentation Skills
- Sales/Customer Service/Help Desk
- Organization and Testing HIPAA, 835/837 Guidelines, Certification and Compliance

Technical Training & Network Engineering

- Curriculum Design, and Development of Training Programs, and Hands-on Training (IBM/MAC)
- Technical Writer for Hardware, Software and End-User manuals
- Imaging for Classroom Installations (IBM/MAC)
- Process Identification, Troubleshooting and Administration, Data Management Zones
- Software and Hardware Evaluation
- Installation, Implementation, Standardization, and Integration of Workstations and Servers, Network Support, Firewalls, Maintenance

Networks and Configurations

- NT/2000/2003 Domains
- Active Directory Services, Microsoft ISA Server 2000, DHCP, VPN, Wins, Proxy Servers
- Microsoft Exchange 5.5/2000
- Cisco/Netgear/Linksys/VPN/DSL Routers
- TCP/IP, IPX/SPX, DLC, NetBeui Protocols and Firewalls
- McAfee/Norton Utilities
- Outlook/Outlook Express
- Linux Samba Computers
- Novell's Netware Directory Services (NDS) Norton Ghost Enterprise Multicasting. DSL and Cable Modems

Platforms

- Novell Netware Servers, Microsoft Windows Servers, Linux Servers

Operating Systems

- Microsoft Windows 95/98/Me/2000/2003/NT/XP/Vista

Applications

- Introduction to PC's.
- Microsoft Office Suite 97-2007 including Word, FrontPage, Excel, Access and PowerPoint
- Sabre-on-line Training
- RoboHelp Online Documentation System
- WinInstall Scripting Programs

Programming

- VBNet

Accreditations

- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Professional (MCP)
- Certified Novell Administrator (CNA)
- A+ Certified Professional
- Network+
- Server+
- Linux+ (Pending)

Education

Dual B.S. Engineering & Computer Sciences, Anyplace State University – Anyplace, California
Pursuing Masters in Education, Technology and On-line teaching

Professional Experience

Information Technology Consultant

- Assisted organization in obtaining Health Insurance Portability and Accountability Act of 1996 (HIPAA) certification. Identified, tested and resolved issues with Health Care Payment and Processing Transmittal Formats (835/837) to ensure compliance with HIPAA rules and best practices in maintaining patient confidentiality. Developed training protocols for staff in support of specific learning objectives and trained data entry staff on migration of data in compliance with HIPAA requirements.
- Developed training materials and programs for healthcare personnel consisting of billing procedures and financial applications on back office software.
- Trained case managers on client tracking software for more accurate documentation and follow-up care.
- Performed ongoing research on State and Federal HIPAA Phase II changes due 3rd or 4th quarter of 2009 to ensure compliance.
- Oversaw security and set up Data Management Zone to prevent patient identity and record theft and limit access based on security levels.

Information Technology Instructor

- Developed training materials, methodology, classroom lesson plans and laboratory projects to assist student in making practical application of software, operating systems and programming skill sets required in the real world.
- Consistently drive achievement in classroom and hands-on laboratory instruction by demonstrating a business value approach in utilizing technology in today's fast changing world. Teach general education classes for math and basic electronics as a foundation for the information technology student.
- Network Administration and engineer in charge of department network maintenance, consolidation and standardization of processes promoted efficiency throughout department. Creation of Imaging for classroom installation (IBM & MAC Computers). Resolved issues and processed end-user requests in a timely manner.
- Initiated a program that reduced data entry errors by 40% through creation of a single point data entry. Took company from a paper system to computerized system which resulted in reduction in personnel from 12 to 4 persons.
- Developed management Human Capital Digital Dashboard (HCDD) tracking system information.

Computer Systems/Network Sales Engineer

- As operations and technical supervisor for computer refurbishing center, supervised staff of up to 15 employees to drive top end customer service. Collaborate with IS Managers, vendors, clients to customize design protocols, configurations, installations, and integration. Applies critical thinking, problem solving and judgment skills in resolving complex technical issues.
- Installed and upgraded pre-purchased software available for Microsoft Server 2003 Small Business System including Firewalls with DMZ zones and Human Capital Digital Dashboard HCDD.
- Provided technical support for nationwide WAN network on a multi-platform environment and assistance to approximately 1000 users and 40-50 servers. Performed installations, configuration and set-up for deployment to other locations (Novell and NT 4.0) including rack mounted and standalone servers. RAM, CPUs, UPSs, RAID storage systems, Autoloader tape backup units, RAS modems and other related peripherals and software products
- Key member Y2K rollout of 1500 workstations (full upgrades, hubs, routers, NIC cards and software).

Client Support Representative /Technical Writer

- Provided technical support, product deployment, and product quality assurance on Apple Macintosh and IBM PCs for a Fortune 1000 company. Developed hardware and software end-user manuals. Designed installation scripts for software installation automation. Implemented Windows based easy to use, on-line help facility for user documentation in a Windows 95/98 environment

Work History

Anyplace Tech, Anyplace, California	2003 – Present
Anyplace College, Anyplace, California	2000 – Present
Healthcare Dual Diagnosis, Anyplace, California	2003 – Present
Positive Technology, Anyplace, California	1998 – 2002
VT Tech (formerly GTE corporation – 4 month contract with Y.L. Yoh Co.), Anyplace, California	1998
Johnson & Wood, Anyplace, California	1990 – 1997