

*"...he became Director of our Technology Department and was extremely helpful in meeting everyday needs as well as developing the department to the efficiency that it has today."*

**Joe Fauss**  
International Director  
Calvary Commission

*"not only will he do his job well; he will come with a professionalism and gentleness that will work well with others and enhance his work environment."*

**Karen Miller**  
Office Manager  
Jireh Sanitation

*"He has been a great benefit to my company. We will greatly miss him and the quality of his work."*

**Jody Fauss**  
Owner  
Management Data  
Systems

Proof of recommendations  
available on request.

## **Richard L. Jones, CCNA, A+, N+, MCITP**

940 S Hopewell RD  
Hopewell, OH 43746  
<http://www.rickandandrea.com/rick/> e-mail://rick.jones@rickandandrea.com  
home://740.787.2313 cell://740.319.6186

### **Profile**

Highly passionate and motivated P.C. repair technician with outstanding problem-solving, analytical and decision-making skills. 3 years of formal experience, 7 years informal experience in computer maintenance, network administration and technical troubleshooting. An excellent communicator with the ability to converse complex concepts into easily understood terms.

### **Education**

Western Governors University – Salt Lake City, Utah Aug. 2010 – Present  
**Bachelor's of Science – Information Technology – Network Administration**

### **Certifications**

Cisco Certified Network Associate  
CompTIA Network+  
CompTIA A+  
MCITP – Enterprise Support Technician

### **Professional Experience**

Ohio State University in Newark / Central Ohio Technical College – Newark, Ohio  
August 2010 – November 2010

#### **PC Support Specialist**

As a PC Support Specialist at OSU Newark I was responsible for resolving Windows and Mac issues experienced by faculty and staff members in an enterprise networked environment. The included the support of operating system issues in Windows XP/7 and Mac OS X, the Microsoft Office 2007 suite, hardware and software repair, workstation imaging, batch file designs, setup of networked laser printers. As a PC Support Specialist for a technical college, instructing faculty on effective use of current technologies was a top priority, therefore exceptional communications skills were necessary.

#### **Supported Technologies**

- Windows 7, Windows XP, Mac OS X
- Ricoh and HP Laser Printers
- Phone Support
- Virus Removal
- Hardware and Software Repair
- Active Directory Users and Computers Maintenance
- Microsoft Office 2007
- BitLocker

*“You will be hard pressed to find a more loyal, honest, ethical, intelligent employee than Rick. I would indeed hire him again.”*

**Nancy Bowen**  
Agent/Owner  
Bowen Allstate Agency

*“He has served our church as a Technical Advisor and equipment technician. He has worked on several small projects for us and has done an outstanding job; not only in his work ethic, but also in his integrity.”*

**Phillip Dillion**  
Senior Pastor  
Church of Living Hope

Proof of recommendations  
available on request

## Professional Experience cont.

Integrity Computers – Lindale, Texas March 2007 – March 2010

### **Desktop / Network Support Technician**

Responsibilities included the diagnosis and repair of computer and network issues. Common issues included Internet connectivity, printer problems, the identity and removal of viruses, Operating System installs, hardware installs, and the optimization of networking devices and creating software images. This included providing IT support for multiple small businesses in the area which were on service contract.

### **Supported Technologies**

- Wireless Networks
- Windows XP, Vista and 7
- Linux (Ubuntu)
- Mac OS X
- Building and Running Ethernet Cables.
- LAN Management (Routers, Switches and IP address issues)
- Phone Support
- Virus Removal
- Hardware and Software Repair
- Active Directory Maintenance

Calvary Commission – Lindale, Texas March 2007 – May 2009

### **Technology Director**

My responsibilities at Calvary Commission included the maintenance of a 30 station workgroup network. This involved the troubleshooting and resolution of all software and hardware issues and the use of either global polices (XP Pro) or registry tweaks (XP Home) to secure workstations and limit users from performing potential security threatening tasks. This position also included the building of cabling, setup of network shares and the resolving of printer, workstation and network errors. When needed my duties also included the assigning of technical issues to office personnel with adequate abilities to resolve them. A key area to my success at Calvary Commission was being able to perform the above tasks in very cost effective ways.

### **Supported Technologies**

- Windows 98, 2K, XP
- Building and Installing Ethernet Cables and Patch Panels
- Phone Support
- Virus Removal
- Hardware and Software Repair
- Website Maintenance (<http://www.calvarycommission.org>)

## Technical Skills

**OS/Environments:** Linux (Ubuntu), Windows (XP, Vista, 7), MS-DOS, Mac OS X

**Platforms/Protocols:** Personal computers, server, routers, hubs, switches, Frame Relay, Ethernet, TCP/IP

**Software:** Microsoft Office Suite, Quickbooks, Microsoft Visual Studio, Adobe Photoshop CS2, Dreamweaver

**Languages:** HTML, CSS, ASP.NET

**Networking:** Cisco Catalyst Switches, Cisco 2500 series routers, LAN, WAN, TCP/IP, Frame Relay