

Qualifications Profile

Innovative, success-driven, and clients-focused professional offering broad-based background in diverse facets of information technology functions and operations. Armed with strong ability to accomplish assigned projects within timeframe through expert utilization of technology in various applications, operating systems, hardware, and software. Known for expediting work processes through innovative methodologies and procedures. Expert at collaborating with colleagues and other stakeholders to coordinate functions toward the attainment of corporate goals and objectives. Equipped with extensive writing skills particularly in ISO9001 engineering reports, procedures, RFQ and RFP.

Technical Acumen

Systems:	Univac 1100/Mainframe, DOS 3x/5x/6x, Lantastic, Mac OS X (10.x), Novell NetWare 2x/3x/4x, Windows 9x/Me/NT/2000/XP/Vista/Windows7/Server 2003 Standard R2
Database:	Access 97-03, Sage ACT! 9 (2007) CRM and Relational Databases (DB2/3/4/5, FoxPro)
Programming Language:	Ada, Basic (GW, Visual), C, C++, Fortran, HTML3.2-5 (CGI, CSS, Java Scripts, and PHP) Lisp(for Artificial Intelligence), Pascal (Apple, MS), SQL
Software:	Adobe (Acrobat, Dreamweaver, Flash, and Photoshop) Lotus (123, Approach, Notes), eZCom EDI, Microsoft Office Applications (Access, Excel, Front Page, Outlook, PowerPoint, and Publisher), QuickBooks and Sage (ACT, MAS 200 ERP, Peachtree)

Selected Accomplishments:

- Utilized Front Page, Dreamweaver and YouTube in conjunction with Graphic Arts Department as part of a mass e-mail marketing campaign of Big Fish Inc.; that brought new customers and generated new business from existing customers.
- Expedited the processes of Artwork production by setting up and installing Epson wide format printer and RIP Software on MAC in an IBM environment which resulted in quick turn-around time and increased profitability. Also ran Canon C6000 image press enabling in house printing of catalogs.
- Creation and maintenance of the "Work Ticket Program" which replaced handwritten operations and brought great savings to the company as well as improved accuracy of production.
- Designed and implement several applications which included Big Fish Customer Service Database, Best Sellers, Box Label, Freight Report and Crystal, Negative Report that facilitated the work of the Accounting Department by ensuring freight and other polices were profitable.
- Played a pivotal role in the creation, testing, and maintenance of eCommerce site with over 6,000 products and descriptions (www.bigfishart.com) by working collaboratively with Aplx and Where O' Ware. Served as the go-to strategist, providing resolution to escalated customer's concerns or issues regarding the use of the website, connection and shopping cart.
- Received the Employee of the Quarter Award in 2008 due to notable performance in accomplishing running the Canon C6000 image press as well as IT duties.
- Made innovative use of various existing software, systems and applications to simplify daily operations which eliminated the need to fully implement MAS saving over \$10K.
- Successfully completed the re-setup of Novell and LANtastic peer-to-peer network and printer sharing during Citizens Savings Bank movement from Silver Spring to Gaithersburg, Maryland as well as the MS Active Directory Network during Big Fish movement from Laurel to Linthicum, Maryland.
- Recommended and implemented Voice over IP without replacing the existing Panasonic Hybrid Phone system reducing operating costs and avoiding equipment upgrade costs.

Work Experience**IT Consultant****Jul 2011–Present***KEG Solutions, Burtonsville, MD*

- IT, PC, and network specialist providing expert oversight of system administration; desktop and laptop setup, training, moves, and changes; software and network installation; Crystal Report writing; website development, SEO, administration and web marketing campaigns.
- Handle projects from different clients, such as: MyCoffeeNews (www.mycoffeenewsmd.com), Miles of Healing (www.miles-of-healing.com), R.A. Miles (www.rogermiles.net), and Liberty Grove UMC (www.libertygrovechurch.org) as well as individual retail clients.
- WordPress consultation; AdRotator repair; and maintenance. As well as Dreamweaver web creation.
- Creation of brochures and email marketing campaigns with Photoshop.

IT Coordinator**Jan 1999–Jul 2010***Big Fish Inc., Linthicum Heights, MD*

- Rendered valuable assistance by taking charge of the entire IT Department supporting the administrative staff as well as Accounting, Executive, Marketing and Sales departments on help desk, database maintenance and administration, network engineering and administration, Webmaster, and troubleshooting of manufacturing equipment used in the production of fine art.
- Demonstrated extensive proficiency in various hardware which comprised PC's, laptops, Macs, Blackberry, iPhone, copiers, fax machines, printers (desktop, Epson wide format, Canon Image Press C6000), and Videx, Omni Wand, hand-held barcode scanners point of sale system.

Earlier Career**Test Engineer****November 1996–December 1998***DUNN/IDP, Gaithersburg, MD***PC Specialist****July 1993–October 1998***Citizens Savings Bank, Gaithersburg, MD***Education*****Bachelor of Science in Computer Engineering Technology: May 1993****Capitol College, Laurel, MD**Graduated cum laude ▪ Alpha Chi Honor Society ▪ GPA: 3.7/4.0****Bachelor of Science in Electrical Engineering: May 1986****University of Maryland, College Park, MD***Professional Development Certificates***Sage MAS 200 3X Support | Crystal 10X Report Writing | Advanced Crystal, Vicor, Bethesda, MD**Sage Act! 2007 Power User, Stewart Technologies (STI) Columbia, MD***Activities****Member/Participant**, Antique Automobile Club of America, Vintage Chevrolet Club of America, Lincoln Continental Owners Club, and Bay Country Vintage Chevrolet Club of America**Creator**, www.kerrysgarage.com (Vehicle Restoration)**Restored**: 1952 Deluxe Chevrolet Fleetline and 1963 Lincoln Continental