
Bill Jordan

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Background Summary *Senior Systems Administration & Helpdesk*

- Knowledgeable about many Operating Systems, Hardware Platforms, Network Configurations, Remote Communications, and Applications.
 - Experienced in many roles: Systems Administration, Training, Helpdesk, Technical Writing, Sales, Project Management, Application Development and more. See attached skill chronology.
 - Self-motivated and cooperative. A good team leader and team player. Works well independently, in team, training or lead roles.
 - Experienced in many industries: Medical, Publishing, Sales, Finance, Hospitality, & Corporate.
 - Able to diagnose and creatively resolve problems in fluid, mission critical environments.
 - Seeks efficiencies and improvements to existing methods. Broad technical background provides the ability to approach problems from new angles and produce creative results that consistently result in cost savings and increased sales.
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Experience **I/O Services** 03/07-present

Independent Computer Consultant

- Computer administration and support for Nursing Home chains
 - Web design and administration
 - Residential IT computer service
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Accumed Services, Inc. – division of Omnicare, Inc.

1993-03/07

Sr. Systems Administrator / Tier 3 Support Analyst

- Administered and engineered internal and client mission-critical systems.
 - Supported 7000+ client facilities daily to resolve networking, remote access, installation, migration, and security issues. Clients included numerous LAN and WAN topologies and OS platforms.
 - Improved call-center efficiencies. Escalated and routed helpdesk tickets.
 - Improved service offerings and internal efficiencies.
 - Trained over fifteen novices to be system administrators and support analysts.
 - Travelled nationally to train both IT and end-users at client facilities and to install and maintain applications.
 - Created call-center technical documentation.
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Moore Data Management Services, Long Beach, CA

1990 – 1993

Technical Sales Representative (Western-US Regional)

- Travelled to all western states to facilitate sales to key-accounts.
 - Created database and file conversion project plans.
 - Presented and trained for large corporate clients (HP, Farmers,...)
 - Developed plan to resolve complex data transfer and conversion which saved large corporate account (Farmers) and created new revenue stream.
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Prior Experience

1983 – 1990

Computer Service Dept. Mgr, Application Developer

- Managed computer service department for 5 years with 4 direct reports.
 - Built and installed computers and networks.
 - Administered systems in North and South Carolina for Hospitality, Payroll, Leasing, and Office Equipment industries. Travel throughout southern states.
 - Developed applications and databases for Legal, Medical, Leasing and Timeclock/Payroll businesses.
 - Technical sales and business contact development.
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Education **Fayetteville State University, Fayetteville, NC**

B.S. Mathematics/Computer Science

Skill/Job Role	BS Degree 79-85	Omega Systems 83-89	Chrontata 89-90	Moore Data Mgmt 90-93	Accumed (div Omnicare) 93-08
IT Service Dept Manager					
Project Planning					
BBx (BB2-BBx) developer					
C, VB application developer					
SQL database developer					
Computer hardware build/install					
Computer Software install/support					
Office Applications					
Backup Admin					
System Administration (engineer/support)					
Active Directory Administration					
IT Support/Helpdesk					
Network Install/Administration					
LAN Security (Firewall/AV/Spyware/VPN)					
Technical Documentation / Authorware					
Remote Access (Term Svcs, PCAW, VNC, Citrix, ...)					
Unix Svcs (Telnet, FTP, Cron, LPD, BASH script, ...)					
Technical/IT Trainer					
Application Trainer					
Technical Sales					
Desktop Publishing					
Graphic Arts (Photoshop, Fireworks, Truspace, ...)					
Web Design (Dreamweaver, ...)					
Web Site Install/Admin (IIS, Apache)					
Coax, UTP (Cat 3-6) cabling					
Wireless					
Printer Service					
Timeclock Service					
Satellite TV/Data/Head-end Install					
Operating System	79-85	83-89	89-91	90-93	93-08
DOS (various)					
Windows 2.x/3.x/98/Me/XP/Vista					
Windows NT 4.x					
Windows 2000/2003					
Novell 2.x/3.x					
Novell 4.x					
CP/M MP/M					
TI/UX					
SCO Unix SysV					
SCO Unixware 1.x-7.x					
AIX (remote admin)					
HP/UX (remote admin)					
Linux (Ubuntu, Solaris, SuSE, Lindows, ...)					
Employer Industry	79-85	83-89	89-91	90-93	93-08
Office Machine					
Software Publishing					
Accounting/Payroll					
Publishing					
Pharmaceutical Provider					
Independent IT Consulting					
Client Markets	79-85	83-89	89-91	90-93	93-08
Legal/Medical/Professional Vertical Market					
Leasing/Finance					
Hospitality/Restaurant Vertical Market					
Corporate/Executive Vertical Market					
Long Term Care (SNF/AL) Vertical Market					

