

EMPLOYMENT HISTORY

RJ Young Company May, 2004 – July 31, 2006

Division Street Nashville, TN. 37203 615-255-8551	Professional Services Manager Responsible for pre and post sales support on software related document management solutions. Two direct reports.
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IKON Office Solutions October, 1997 – February 14, 2003

3001 Armory Drive, Suite 100 Nashville, TN. 37204 615-256-2122	Manager of Digital Solutions; High Volume System Analyst Software support of connected printers, multi-function devices, imaging systems and plotters. Administer 40 user, in house network (NT/95). Responsible for 4 direct reports. Provide pre-sales support for workflow, scan to file and imaging applications.
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IKON Office Solutions July, 1992 - October, 1997

	General Service Manager Financial and HR responsibilities for 6 million \$/yr department. Managed 5 supervisors, 40 service reps, parts & supplies inventories and personnel, set up/ delivery and shipping/ receiving departments. Responsible for customer satisfaction, response times, equipment performance and profitability.
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EBM, INC. August, 1981 - July, 1992

(IKON Office Solutions)	Service Technician; Field Service Supervisor Assist field reps on problem calls and evaluate performance. Provide systems support to sales and end users on multi-user, Novell, and MS-DOS based systems. Maintain in-house UNIX system. Repair fax machines, word processors, personal computers, imaging systems, dot matrix, daisy wheel, and laser printers.
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SEISCOM DELTA September, 1980 - June, 1981

51 West 84th Avenue Thornton, CO. 80221 303-427-5536	Instrument Observer/Technician Field supervisor for seismographic recording crew. In charge of 20 people, 2 helicopters, explosives, vehicles, digital field recording equipment, maintenance for several regional crews.
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GEOPHYSICAL SERVICES INC. February, 1979 - August, 1980

1244 Speer Blvd. Suite #200 Denver, CO. 80204 303-571-0087	Instrument Engineer Identical responsibilities to those with SEISCOM DELTA.
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THELEN ADVERTISING June, 1977 - January, 1979 .

705 Mall Germain St. Cloud, MN. 56301 612-253-6510	Recording Engineer Responsible for all technical aspects of eight channel recording facility: i.e.- recording, mixing, splicing, dubbing, calibrating and some routine maintenance.
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EDUCATION/ TRAINING

ST. CLOUD STATE UNIVERSITY	June, 1977
St.Cloud, MN. AS - Electronics Engineering Technology	(2 yrs)
GEOPHYSICAL SERVICES INC.	July, 1980
Dallas, TX. Operation & Calibration of digital field systems	(3 wks)
TEXAS INSTRUMENTS	February, 1981
Houston, TX. Maintenance of digital field systems	(7 wks)
CANON USA, INC.	1981 - 1990
Atlanta, GA. <i>(Approximately 1 week each)</i> Copiers: 10 models/ facsimile: 30 models/ computers: 2 models Peripherals: 5 models (laser & impact printers)	
CPT CORPORATION	October, 1985
Minneapolis, MN. Consoles & Printers Peripherals Serial Communications	(1 wk) June, 1987
TECH DATA CORPORATION	November, 1988
Atlanta, GA. Novell re-seller authorization	(1 wk)
Nomda FIX Seminar	April, 1992
Cincinnati, OH. Service Management Principals	(4 dys)
MINOLTA CORPORATION	April, 1993
Chicago, IL. AFSM Service Manager Training	(1 wk)
Coaching & Counseling	April, 1993
Atlanta, GA.	(4 dys)
Management & Leadership XI June, 1996	
Valley Forge, PA. (5 dys)	
Microsoft Certifications:	
MCSE (NT4.0 Track)	
70-58 Networking Essentials	January 9, 1998
70-63 Implementing Windows 95	January 30, 1998
70-59 TCP/IP	March 3, 1998
70-68 NT 4.0 in the Enterprise	March 20, 1998
70-26 Administering SQL Server 6.5	April 13, 1998
70-67 Implementing NT Server 4.0	May 8, 1998
Novell	
CNA (intraNetWare 4.11)	
50-613 4.11 Administration	July 6, 1998

RELATED EXPERIENCE

Database Management/ Data Mining:

Certified in MS SQL (6.5) Administration. Have extensive experience with database concepts, data conversion and data mining techniques.

Web Design/ Development:

Experienced with web design fundamentals & standards. Have worked with HTML, CSS, PHP, MySQL, Dreamweaver 8, Photoshop CS, Director 8.5, Flash 8.

Programming (dBase, Force, Delphi):

Have written programs to track customer information and machine status, print service calls, PM schedules, billing status, warranty & maintenance expiration dates, service histories, as well as tracking parts usage and inventory information. Have dabbled in PHP, Lingo and some SQL.

MS-DOS/ Windows:

Extensive experience with IBM compatible PC systems, beginning with the original IBM XT. Windows 3.1, 95, 98, ME, W2000 & XP.

Serial Communications:

Serial printer interfacing, breakout boxes, remote printing, PC to PC, PC to mainframe, ASCII conversions.

Audio Video Recording & Editing:

Familiar with tape formats, analog and non-linear editing techniques (Adobe Premiere, AVID). Built and maintain a 16 track recording studio and digital editing system in basement.

(Salary information and references available on request)