

Edward J. Roberts

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OBJECTIVE

Seeking a desk side support position in a strong team environment with a company I can stand behind. I don't want to be simply an employee, but also an advocate for what the company is doing.

STRENGTHS

- Over 10 years of IT experience
- Support experience in a wide range of IT activities: Hardware, software, web, network, and administrative focuses.

IT EXPERIENCE

Masterpiece Marketing Group, LLC

Overland Park, KS

September 2006 to April 2009

Technical Resources Manager

Maintained all company computer resources including.

- Researching, purchasing, and building out network hardware: Dell servers running Windows Server 2000/2003, EMD storage arrays, remote and local backups, router/firewall/VPN, switches, printers, UPS
- Administered company network and all computing assets
- Purchased a new T1 line and physically segmented the network apart from adjoining company's network
- Installed VPN between two offices for data and VoIP traffic
- Maintained, coded, and aid in the design of company e-commerce websites and Amazon, E-Bay, and Channel Advisor utilizing Dreamweaver.
- Set up and maintained adwords initiatives, SEO, and website analytics.
- Researched and maintained company web hosting, email solutions, domains
- Ran weekly import of new inventory including error checking, batch Photoshop processes of images, sale and discount scheduling, and marketplace distribution
- Installed and maintained MediaBank digital asset system
- Troubleshoot Windows, network, hardware, web and e-commerce problems as they arose
- Setup and maintained FileMaker Server for local and remote access
- Began implementation of relevant social media marketing, PR strategies, and communications via blogging, Twitter, interest forums and others

Overland Solutions, Inc.

Overland Park, KS

December 2001 to September 2006

Technical Support Specialist

- Installed, implemented, and administered Altiris computer management software (similar to MS SMS).
- Coordinated and migrated computers in 26 branch offices to active directory domain structure.
- Oversaw and organized deployment of two major software releases.
- Developed and implemented the processes to build, maintain, troubleshoot, and repair laptops and mobile computer equipment. Dell and Toshiba laptops.
- Built out a full quality control procedure for assuring that reliable and properly configured hardware was ready for employees
- Trained, assisted and assigned tasks to contract help during times of mass hardware deployment
- Provided computer training for 1500 remote and field employees nationwide.
- Researched, priced, and purchased new computer equipment.
- Aided in asset identification and reallocation for hardware end-of-life reallocation
- Performed junior network administration tasks.
- Provided third tier computer support.

Electronic Information Services

Valparaiso, IN

August 1995 to October 1998

User Support-Technical Support Specialist

- Troubleshoot hardware and software problems, and resolved related questions for over 3000 computer users, including but not limited to: MS Office, Word Perfect, Adobe Photoshop, Various E-Mail Clients, VAX/VMS, Unix, HTML, dial-up networking.
- Maintained all hardware and software components in residence hall computer labs.
- Assisted in the management of University dial-up Internet services.
- Wired and installed networking components on campus.
- Assisted in the management and reorganization of the Valparaiso University Web Site.
- Built and maintained several University departmental and organizational web pages.

OTHER EXPERIENCE

LRC Weather, LLC

September 2008 to Present

LRCWeather.com

Co-Owner/Meteorologist

Launched and continue to grow my independent weather consulting company with four others. My rolls include business marketing and strategy, customer communications, graphic design, technical support, and weather forecasting.

KSHB-TV

Kansas City, MO

October 1998 to October 2001

Meteorologist / Weather Producer

- Personally manage and maintain 14 weather center computers (SGI Unix/NT/Win98) by
 - Troubleshooting computer questions 24 hours a day from other meteorologists,
 - Maintaining correspondence with data service providers as needed
 - Fixing emergency problems
 - Keeping computers running at peak efficiency
 - Beta-testing new software.
- Answer viewer weather questions.
- Forecasted and presented in-depth weather segments, and assisted during severe weather events
- Updated WeatherLine forecast service and KSHB/KMCI web sites.
- Aided in forecasting and production of morning and evening weathercasts

EDUCATION

Valparaiso University, Valparaiso, IN. Bachelor of Science in Meteorology. Graduated May 1998.