

Jerome L. Freeman

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Information Technology Skills

Windows NT · Novell · Macintosh · Windows Vista/XP/2000 · Solaris · Microsoft Office · Unix · Linux · Citrix · Meta Frame 4.0 · SQL · QS Technologies software · HelpSTAR 9.0 · Citrix Independent Computing Architecture (ICA) · Microsoft Management Console (MMC) · Business Desktop Deployment (BDD) 2007 · ArcServe · Groupwise · Crosstalk · RS600 · AS400 · Wireless connectivity provisioning · Wireless connectivity design · WAP · VOIP · Voicemail XML · SIP · Bluetooth · Smart phones · PDAs

Work Experience

Help Desk Analyst for the Department of Vital Statistics

Ohio Department of Health · Columbus, OH · December 2006 – June 2007

Maintained Windows Vista/XP/2000, Unix/Linux, and Citrix connectivity. Acted as a troubleshooter for connectivity and other peripherals, such as printing devices. Provided support for Microsoft Office, Citrix and MetaFrame 4.0 presentation server client packages, STAR 9.0 software, ICA, BDD 2007, and MMC, as well as SQL support for database connectivity via QS Technologies software.

Owner and Operator

DNA Alliance Mobile Marketing Company · July 2002 – Present (CellSlam.Com)

Manage and operate Windows NT 4.0 server for 10 computers, including laptops for intra-connectivity. Provide gaming and computer technology training on all Windows products.

Lead Technician

Bowling Green State University · Bowling Green, OH · July 2000 – June 2002

Performed gigabit ethernet conversions. Configured networks for Windows and Macintosh computers, printers, and all other peripherals. Executed and documented conversions of Unix, Linux, and other operating systems. Analyzed, deployed, and supported computer technology and educational software, including third party packages. Implemented first deployment of 802.11 wireless protocol overall project was ahead of schedule.

Technology Support Specialist

Westerville City Schools · Westerville, OH · June 1997 – November 1999

Implemented Windows NT 4.0 server and initiated conversion from Novell 4.0 to Windows NT 4.0. Provided classroom and library computer and database support in seven buildings. Instituted child safety security measures for all Internet and software content. Assisted with development and provided support for a wide variety of software to enhance various teacher and school initiatives. Performed all server software and hardware installations and upgrades, including all supporting documentation. Supervised Novell/Microsoft NT networking, including ArcServe backup of desktops to servers, Groupwise email, including web mail component, and desktop support.

- **Information Technology Consultant**

Bank One Polaris · Columbus, OH · March 1994 – April 1995

Created internal help desk for Bank One project. Supported Novell and Windows 95 desktops (NDS Tree) and printer and device support of 5,000 - 10,000 users.

Help Desk Operator

Ohio Professional Electronics Network (OPEN) · Columbus, OH · March 1992 – June 1994

Supported remote connectivity via modems on Windows and Macintosh computers using a variety of then available dialup packages, such as Crosstalk, to databases on RS600 and AS400 databases. Provided internal support for Token Ring connectivity. Assisted clients in 88 Ohio counties with remote connectivity.

Research Assistant

High Energy Physics · Ohio State University · Columbus, OH · June 1990 – July 1992

Recorded and maintained electronic schematics in top order for replication of eight total control cards designed for ZEUS (particle accelerator) in Hamburg, Germany. Developed small tools strengthening hand and eye coordination at a microchip level. Hand wired and soldered all small components and organized their placement onto the control cards. Managed the placement of chips in relation to the needs of the department. Hand made cables for Ethernet connectivity for DOS and Macintosh computers. Developed a comprehension of wiring schematics for cabling and control cards. Began Internet usage for FTP and Telneting, including Pine & Elm email and newsgroups. Developed databases for inventory of all electronic components using Claris Works for Macintosh.

References

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Technical Coordinator

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