JOHN R ROSS

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OBJECTIVE:

To secure a volunteer position with Computers for the Blind in Richardson, TX.

I have 15+ years of experience in IT customer support, IT engineering, and IT management. I've held team member and supervisory roles in IT, database administration, project management, vertical software / hardware deployment and support, business VoIP communications systems, and AV and remote conferencing solutions in support of globally distributed teams. As a senior implementation expert, I'm focused entirely on successful job completion. I have excellent research and problem-solving skills. I prioritize building successful relationships and strong teams. I follow the data and make decisions accordingly. I believe in mentorship and knowledge sharing. My experience includes LAN and WAN networking, switches, routers, gateways, DNS, DHCP, active directory, VPN, packet analysis, software installation and configuration, technical writing and documentation, data capture and metric analysis, design and deployment of on premises and cloud-based servers, desktop and thin client solutions, video conferencing, digital signs and kiosks, server and desktop virtualization, website development projects and social media strategies. Operating systems include Windows, MacOS, Linux (RHEL and CentOS). Proficient with Microsoft 365.

Business Analyst, Prime Passage LLC; Frisco, TX — 2017 to Present

I devised a comprehensive IT infrastructure solution to support our main office and a distributed team of home-based travel agents with the goal of maximizing interoperability in a highly non-homogeneous IT environment. For efficiency and business survivability, a combination of legacy data center hosting as well as cloud computing services provided an easily managed and maintained server solution. Special emphasis was placed on network design and implementation to assure that crucial business systems in office had minimized exposure to possible malware threats. Developed support procedures for agents running both current and legacy versions of Windows and MacOS desktops and related software, as well as various iOS, iPadOS, and Android based tablets and phones and associated mobile platform apps.

Business Analyst, Three Odd Dogs; Frisco, TX — 2008 to Present

Provide IT support, training, and mentoring for a team of onsite and remote software engineers. Deploy, maintain, and support physical and virtualized servers both onsite and through cloud-based services as required. Deploy, support, and upgrade firmware and software updates on servers, client device, printers and other peripheral devices. Comprehensive experience with WAN and LAN ethernet devices and cabling (cat and fiber), and wifi. Configuration and optimization of network switches, routers, wifi access points. Configuration of VLAN for network organization, DHCP for ip address management, VPN for secure remote network connectivity, and access to remove clients and servers using industry standard solutions like VNC, Remote Desktop, and related tools. Extensive experience supporting internal and external customers using both legacy Microsoft Office versions and the current Microsoft 365. Managed all software licenses and subscriptions for the company. Manage and maintain the company's public key encryption strategy for accessing various systems and applications that require secure access. Excellent customer service skills with a focus on accurate documentation of issues, timely problem identification and resolution, and follow up contact with the customer to assure the problem is resolved. Maintain good working relationships with key vendor support teams to assure escalated customer problems that can't be addressed through existing internal knowledge or processes are brought to their respective subject matter experts.

IT Manager, Architel; Dallas, TX — 2005 to 2008

I lead a global team of IT engineers working closely with outside experts / vendors and the client. Strong relationships and efficient communication with all stakeholders was essential for success. I directed my engineers in maintaining, optimizing, upgrading client IT infrastructure in support of daily client operations. My team provided comprehensive real-time monitoring of all client computers and servers, provided robust business data survivability solutions to clients in our data center in the Dallas Infomart, and maintained secure access to all client site computers and servers via VPN and redundant desktop connectivity methods in order to provide timely support 24/7 year-round. Using our internally developed trouble ticketing system, we were able

to document the customer's concern, identify and document the solution, and verify a satisfactory solution with the customer before closing the ticket. Our ticketing process helped maximize customer confidence and satisfaction with our service while we gained an ever growing and useful internal knowledgebase of client and industry specific solutions that improved our own support efficiency. We supported a wide range of new and legacy servers, client systems, associated peripherals, and a wide range of common and specialized vertical software applications for customers across a range of industries including legal, medical, aviation, commercial printing, advertising, and finance.

Customer Support Engineer, MEDHOST; Addison, TX — 2004 to 2005

Provided remote and onsite customer support for MEDHOST's patient charting software for Emergency Departments (EDs) across the United States. Extensive experience deploying and installing the MEDHOST server side and client-side software in busy and demanding environments where timely setup was critical. Worked with all levels of medical staff from the Charge Nurse up to senior medical management stakeholders.

PERSONAL

I actively volunteer in my local community and church. My work has ranged from fundraising for community and school libraries, local outreach programs like LovePacs and their Summer lunch program for kids, Feed the City (a Tango charity) that provides lunches for people in need here in Collin and surrounding counties. I'm a lifelong advocate of Dallas area arts, sciences, and culture, a charter member of the Perot Museum, the Heard Museum, the Dallas Holocaust Museum, the Kimbell Art Museum, Dallas Museum of Art, Dallas Opera, and Broadway Dallas. I'm a trail bike rider and Dallas Off-Road Bicycle Association supporter. My family and I love computer and board games of all kinds. I'm also passionate about great Texas BBQ!

EDUCATION
The University of Texas at Dallas — B.A. - Cum Laude

Southern Methodist University: Cox School of Business
IT infrastructure Certificate