

Jimmy Stephenson

Objective To pursue a career in the Information Technology Profession

Summary of qualifications 1997 –Present SYKES Hays, KS
Quality Assurance Manager

- Site wide responsibilities involving Quality Assurance measures for inbound technical support.
- Responsible for Web/Database application design and implementation.
- Daily maintenance and network management on database servers.
- Labor Relations Training, Business Unit Management Training, COPC Registered Coordinator Training.
- Network/Telecomm support. Lucent Centervu, Solaris, and Windows based networking protocols. Configuration of Vector, VDN and Switch data.

Internal Helpdesk – Second Level Technician

- Member of an internal helpdesk serving over 500 employees.
- Advanced skill with PC hardware, software, and installation.
- Windows 95/98/NT/2000, Exchange, Office, Desktop Troubleshooting.
- Cabling, wiring, and installation support for LAN, WAN environments.

1996-97 Hays Medical Center Hays, KS
Technology Assistant

- Cardiac Rehabilitation Division Assistant.
- Responsible for Data Integrity and Backup of mission critical information.
- Applied knowledge of Lotus and Microsoft software.

Education 1994 - Present Fort Hays State University Hays, KS
Information Networking and Telecommunications

- Currently pursuing a second bachelor's degree in INT, with emphasis in Computer Networking. Completed 4 semesters of Cisco Academy Certified Network Associate Training.
- UNIX Experience, FreeBSD, Linux. Successful implementation of many network applications, including multiplatform networks and email servers.
- 5 years experience with Microsoft Networking Programs/Protocols. Windows 95, 98, NT Workstation, NT Server, 2000, Exchange Server, TCP/IP, Cisco Router configuration, and all phases of Computer Troubleshooting. Applied knowledge of Routing Protocols, and Network Troubleshooting.
- 3 years web development/programming experience with HTML, Flash, Visual Basic, SQL, and ASP.
- Maintain personal website. <http://www.bleachpit.com/>

Bachelor of Science in Health and Human Performance 1998

- Degree with emphasis in exercise physiology