

# Rowland Holden

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## Summary

23 years of customer service experience and 28 years technical support

## Experience



### Service Advisor

Camping World

Feb 2021 - Present (5 months +)

check in clients, update client on parts eta, coach repair status and in the shop eta, work with dispatch to assign appointment for work to be done, work with parts and dispatch to install new parts on coaches, work with technicians to find best solution for repair, work with warranty to get repair authorization, communicate with extended warranty for authorization for repairs



### Service Advisor

Poulsbo RV Inc.

Jul 2019 - Oct 2020 (1 year 4 months)

check in clients, update client on parts eta coach repair status and in the shop eta, work with dispatch to assign appointment for work to be done, work with parts and dispatch to install new parts on coaches, process pre delivery inspections, work with technicians to find best solution for repair, work with warranty to get repair authorization



### Service Advisor

Open Road RV Center

Jun 2017 - Jul 2019 (2 years 2 months)

check in clients, update client on parts eta coach repair status and in the shop eta, work with dispatch to assign appointment for work to be done, work with parts and dispatch to install new parts on coaches, process pre delivery inspections, work with technicians to find best solution for repair, work with warranty to get repair authorization



### RV Technician

Poulsbo RV Inc.

Mar 2016 - May 2017 (1 year 3 months)

Pre-delivery inspections, winterizations, 12 VDC diagnostics and repair, automatic jack leveling systems testing and inspection. Problem Solving included: 110VAC diagnostics and repair, changing batteries for series and parallel, LP Drop tests, LP Load tests. Propane tank purge and filling, finish work including but not limited to installing baton, TV replacements and microwave replacements. Wiper arm replacements, LP leak testing and repair. Perform walk through demonstrations of new units for the purpose of teaching customers how to operate and use their new RV.



## **Computer Programmer**

Correctional Industries

Dec 2006 - Oct 2012 (5 years 11 months)

Leadership role where I was responsible for designing, developing and writing all programming for the Site Management And Reporting Tool (SMART). Designed with an integrated time clock, worker and inmate information, and reporting on performance reviews, wages, overhead and much much more written in vc# with MS Access db backend. Also responsible for writing reports for Microsoft's great plains software utilizing VBA.



## **Support Engineer**

Aventail

Feb 2004 - Oct 2006 (2 years 9 months)

Conducted technical support for SSL VPN Appliance, customer service for Customers calling in. Part of team that analyzed technical logs, wrote patch repairs (c/c++). Problem solving customer issues (client, sever, network, network devices), dealt with certificates of authority, ssh, remote shell, fedora core, open bsd, apache, my sql, Linux shadow files, Operating systems-( windows xp windows 2000, windows server 2000, windows server 2003), SharePoint, office 2000, office 2003, cisco routers and switches, VMWARE, virtual server farms for testing, live sever farm sandbox, analyze firewall configurations on client networks. Wrote a number of technical articles in internal tracking systems outlining fixes, bugs and issues found while troubleshooting, and much, much more. The teamwork here to help each other in any areas that we lacked in knowledge was amazing. For me this was apple products.



## **Director of Information Technology / Lead Web Developer**

go2cert.com

Aug 2002 - Jun 2004 (1 year 11 months)

Director of Information Technology .Being the ONLY IT person for both branches of the school I conducted all aspects of computer and network support. This included but is not limited to: VPN tunneling, maintain a network of 200+ student laptops and 30 staff desktops (including imaging new laptops with proper course ware for new students) . maintained servers with 99.9% uptime. Coded website with shopping cart, and sql database. worked with visual studio for Web coding using c#.net code behind and application development, sql server 2000, and custom application written in c#.net for day to day operations and student tracking. Wrote a number of technical articles describing how to use custom made software, and detailing the specifics of the shopping cart system, and much, much more.

## **Education**



go2cert.com

MCSE, MCDBA, MCSA, Computer Science

2003 - 2005



BCTI

Office Automation, A+, Net+, Computer Science

2001 - 2003

## Licenses & Certifications



**Microsoft Certified Systems Engineer: Windows Server 2003 (MCSE) -**

go2cert.com

Issued Aug 2003 - Expires Aug 2006



**Microsoft Certified Solution Developer (MCSD) -** go2cert.com

Issued Sep 2003 - Expires Sep 2005



**Microsoft Certified Database Administrator (MCDBA) -** go2cert.com

Issued Jan 2004 - Expires Jan 2007



**A+ -** Business Computer Training Institute

Issued May 2002 - Expires May 2005



**Net+ -** Business Computer Training Institute

Issued Jul 2002 - Expires Jul 2005

## Skills

Technical Support • Network Administration • Virtual Private Network (VPN) • Web Development •  
Linux • SQL • Windows • Software Development • Windows Server • JavaScript