PAUL VICTOR BIRCH

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Birthdate: July 18, 1956

**OBJECTIVES**

I have strong customer relations skills. All the computer related jobs that I've had over my 42year work career dealt with customers relations. Whether selling, training, or maintaining computers and servers, and being able to deal with the customer was necessary.

I retired from working at the Hill's Pet Nutrition Corporate Headquarters. On December 31, 2016. Hill’s Pet Nutrition manufactures Science Diet dog and cat foods. I was considered a Colgate employee. Colgate owns Hill’s Pet Nutrition but it was Hill’s Pet Nutrition that paid me.

When I hired on in 1997, Hill's had around 750 employees at the corporate office and 250 sales people throughout the US. There were three of us responsible for keeping the computers for all those employees operating efficiently. At that time the only way to work on an employee’s computer was to visit their cube or office, or to have a sales person ship the computer they were using to the Corporate office to be diagnosed and fixed. There was no working remotely so having good customer relations skills was a must. Because of my customer skills I was the person that the executives of the business requested to diagnose and fix all their computer and peripheral issues. I was also responsible for helping the Hill's IT person at each of the plants and warehouses throughout the world. Those included the UK, Japan, South Africa, and Canada. Having exceptional customer relations skills and being a patient person enabled me to do an exceptional work. Often people at the external locations would call me directly to help them.

During my employment with Hill's I took several classes offered by Colgate and Hill’s. One such course was called Dealing with Disgruntled Customers. Another course was titled Dealing with Difficult People. A third course I too the year before retiring was titled Dealing with Difficult Situations in The Workplace. The emphasis of this course was to prepare a person for dealing with violence in the workplace. Those classes helped to improve my ability to deal with difficult people and situations at work and in my personal life.

**EDUCATION**

Lawrence High School Lawrence, Kansas 66047 1972-1974

Central Bible College Springfield Missouri 1977-1981Bible/Psychology

**EXPERIENCE**

Hill’s Pet Nutrition | 400 SW 8th Ave, Topeka, KS 66613

Supervisor: Dan Harvey (785)368-5080

Associate Systems Analyst March 1997 – December 2016

Starting Salary: $40,000 Ending Salary: $80,000

Responsibilities:

Teaching the IT portion of the new hire program

Building new and replacement servers

Maintaining all servers at this location

Maintaining the print server at this location

Help maintain all Hill’s servers in North America

Revise and maintain the print server at this location

Supervise all maintenance in the Data Center

Maintain the computer network in place at this location

Helping to maintain over 700 computers with their peripherals at this location

Help maintain over 200 laptops of the US sales force

Help maintain all Hill’s computers and peripherals in North America

Install and maintain all company network printers

Setup, ship, and maintain all line printers for all US warehouses

Help maintain the Avaya phone system

Set up and help maintain all iPhones

Maintain the offsite backup library of the servers at this location

Create, and maintain AD network accounts

Install and maintain the routers on every floor of this location

Help with the setup and distribution of any large computer lease

Be available to instruct administrators at other Hill’s locations around the world how to resolve issues with computers, servers, peripherals, software, and iPhones.

Being available to travel to any US Hill’s location to act as temporary network administrator

Being available to install new systems or upgrade current systems

Bossler Brown | c, Topeka, KS 66604

(785) 234-5626

Technical Computer Assistant to Hill’s Pet Nutrition July 1995 – March 1997

Starting Salary: $38,500 Ending Salary: $40,000

Responsibilities:

Help replace and maintain over 750 computers with their peripherals at Hill’s Pet Nutrition

Allen Press | Lawrence, KS 66044

Krause Operator March 1991 – July 1995

Starting Salary: $18,200 Ending Salary: $21,840

Responsibilities:

Write programs for and make printing plates using a specialized plate making piece of equipment called a Krause

Hall Kimbrell | 4820 West 15th Street Lawrence, KS 66049

Supervisor: David Witmer

Network Administrator January 1990 – March 1991

Starting Salary: $19,750 Ending Salary: $22.360

Responsibilities:

Maintain the computer network at this location

Setup new computers for this location

Maintain over 40 computers and their peripherals for this company

Set up new and maintain current phones at this location

Computer Sense | 9312 West 75th Street Overland Park, KS 66204

Supervisor: John Hagensicker

Computer Salesman and Technician September 1986 – January 1990

Starting Salary: $18,720 Ending Salary: $24,440

Responsibilities:

Sell the computers, peripherals and software offered by this store.

Maintain the computers, peripherals and software that I had sold

Write and teach new user computer classes

Write and teach advanced user computer classes

SOME PERSONAL SKILLS

• Customer relations

• Interpersonal skills

• Diligence

• Competence

• Thoroughness

• Strong computer technical knowledge

• Strong computer troubleshooting skills

• Strong computer peripheral troubleshooting skills

• Team working