David Atmore III

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**Information Technology Specialist**

Talented and collaborative IT professional with versatile, cross-platform experience in systems/network architecture, installation, implementation, integration, security, and administration in local and remote environments for diverse client industries including retail, education, health, government and education. Personable leader able to coordinate and direct all phases of project-based efforts while managing, motivating and leading project teams. Proven success in guiding top performing technical and application support teams in administration, installation and training. Experienced managing teams from 10 to 45 people.

# Work Experience

**TEK SYSTEM,** Glendale, AZ (2005 – 2007); Memphis, TN (2003 – 2005)

**Splicing Technician / Telecommunications (Sprint)**

* Supervised support team and earned reputation for on time, on budget completion of high-profile projects.
* Earned “Quality Recognition Award” for superior technical services and evaluations, attendance and timeliness.
* Performed premise installations, including racking, cabling, bonding and rounding.
* Coordinated fiber activities and tests with other departments and the Outside Plant Construction Manager.
* Provided accurate equipment location, splicing and terminating records for the fiber database.
* Assisted Construction and Engineering departments in accepting and turning up the fiber network.
* Performed installation of fiber optic equipment, patch and panels. And demarcation enclosures.
* Applied technical expertise to evaluate problems and implemented best solutions for corrective actions.

**Network Technician (Wal-Mart)**

* Performed Router Swap and set up for migration.
* Installed Vendor Services Management Cabling and District Manager Office Cabling.
* Compiled documentation and completed quality assurance and survey forms.
* Provided diagrams for software design, development, installation, testing and support services.
* Performed server, hardware, and printer upgrades, updates, installations and setup scripts.

**Cable Technician**

* Served as Lead Cable Technician of four-person team that installed and wired face plates on walls for telephone cables.

**Corporate Copy**, Memphis, TN (2002 to 2003)

**Technical Specialist**

* Cleaned and repaired digital copiers and fax machines; diagnosed problems and ordered and programmed new parts.
* Documented serial numbers, meter readings, call types, miles traveled and hours worked.

**Konica Business Technologies, Inc**., Memphis, TN (2001)

**Technical Specialist II**

* Cleaned and repaired digital copiers and fax machines; diagnosed problems and ordered and programmed new parts.
* Documented serial numbers, meter readings, call types, miles traveled and hours worked.

**Talent Force (Selectron)**, Memphis, TN (2000 to 2001)

**Diagnostic (A-Z) Technician**

* Repaired Dell laptop computers, diagnosing problems, ordering and installing new parts.
* Performed quality assurance by submitting repaired units through extensive diagnostic tests utilizing Dell test software and equipment to ensure that all systems functioned according to Dell specs.
* Installed parts including dc/dc cards, processors, motherboards, LCD converters, LCDs, Palm Rests, LVDS boards, keyboards and touch pads.

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**Laser Tech of Memphis**, Memphis, TN (1997 to 2000)

**Partner**

* Repaired desktop laser printers for companies in the Memphis area.

**Federal Express,** Memphis, TN (1997 to 2000)

**Operations Manager**

* Executed daily operational plans and strategies to manage, lead and allocate resources, disseminate information to teammates, ensure compliance with key processes while achieving safety, quality, efficiency and financial KPI’s.
* Maintained departmental quota of processing and keying international air bills of cargo freight for aircraft boarding.
* Supervised 47 full-time employees, including hiring recommendations, coaching, skills development, recognition and rewards, monitoring productivity and managing performance.
* Prepared and distributed reports as needed for daily operations.
* Ensured that schedules were correctly implemented and that jobs were assigned and completed properly.
* Initiated positive methods of driving teammate excellence through follow up, providing consistent and fair feedback on performance; coached staff on performance improvement.
* Conducted weekly safety meetings with teammates, and maintained a safe working environment through training.
* Provided courteous and respectful customer service in high pressure situations to internal/external customers.

# Previous Work Experience

**State of California**

**Motor Vehicle Representative** (Sacramento and Los Angeles, CA)

* Assisted the public, law enforcement, and other government agencies by phone, mail, and in-person in a high volume environment; solved customer service issues.
* Utilized the Driver Safety Automation system and other departmental computer systems for data entry.
* Processed incoming/outgoing mail, filed documents, typed notices, scheduled hearings, reexaminations, and interviews.
* Worked independently and under pressure, communicated tactfully with internal and external customers, and met workload time frames.

### **Office Assistant General** (Sacramento, CA)

* Provided clerical support in a fast-paced environment; greeted and assisted customers, answered and directed phone calls, maintained the file room, sorted and distributed mail, and performed filing and photocopying.

# Education

**Memphis Works Computer Support School**, Memphis, TN

Certificates: Computer Installation & Setup, Computer Upgrades & Repair, Computer Disassembly and Assembly, Building PCs from the Component Level, Computer Sales, Network Support, Phone Help Desk Technician

**Consumer River College**, Sacramento, CA

Business Administration coursework