

DOUGLAS C. BROWN

Indianapolis, Indiana ♦ (317) 698 - 2788 ♦ 98bluecamaro@gmail.com

PROFESSIONAL OBJECTIVE

To secure a position where I can utilize my extensive experience working with people and utilize my strong critical thinking skills coupled with experience with hardware, software, web development, backend technologies, customer service and sales.

PROFESSIONAL EXPERIENCE

US AUTO FINANCE – TRAFALGAR, IN

2020 –Present

IT Services, Webmaster, Support and Cars Sales

Contracted with US Auto Finance, which was a start-up company, to design and build the network and computers. Setup and trained staff on computer systems, setup the dealership management software. Worked with all our car advertising outlets. Photographed and prepped all our car inventory, added all the information to the database along with uploading all the photos. Repeated the process for all our advertisers. I answered all incoming calls, handled the customer issues, support and car sales.

IT Services Support

- Maintain the website and all user computers.
- Responsible for all hardware/software maintenance, updates, configurations and Installations
- Photograph all incoming cars, create lead images and updated all information for viewing on our website and other promotional websites
- Handle all incoming phone inquiries and car sales, did all the Bill of Sales for our Cars and handled all customer support issues after the car sales

MASTERPIECE VINTAGE CARS, LLC – WHITELAND, IN

2010 –2019

MASTERPIECE CLASSIC CARS, INC

IT Services, Support and Classic Car Sales (initially part-time then full-time the last 4 years)

- Installed and Configured 2 Servers one with Small Business Server 2012 for Internal file storage and printer sharing and our web server with Windows Sever 2008R2, IIS and MSSQL to manage our website application and database for our classic car sales. Setup workstations with Windows, software and all support and technical problems
- Built the website and designed the backend process using ASP VB Scripting to dynamically display all cars online.
- Maintain the website
- Responsible for all hardware/software maintenance, updates, configurations, and Installations
- Photograph all incoming cars, create lead images, and updated all information in our MSSQL Database for viewing on our website and other promotional websites
- Responsible for all hardware/software maintenance, updates, configurations, and Installations
- Handle all incoming phone inquiries and car sales
- Handle all Bill of Sales for our Classic Cars
- Handle all after sale customer issues

CENTER FOR PAIN MANAGEMENT, INC – Indianapolis, IN

2000 – 2018

IT Services (Part-time position)

- Initially in charge of IT operations for the company.
- Supported 18 to 20 users which grew to a 55-user environment.
- Supported 1 server and 18 workstations to start with and it grew to 4 servers and 50+ workstations.
- Installed and supported Windows Servers and Windows Small Business Servers and all versions Windows. Allscripts Practice Management Software and Allscripts EMR Software.
- Installed and Managed Watchguard Firewall Router and later Upgraded to Cisco Router. Installed and Managed Cisco Aironet Wireless Access Points
- Managed user accounts, updates and created scripts for Active Directory.
- Managed tape rotation and Symantec Backup for all workstations and Servers.

DOUGLAS C. BROWN

Indianapolis, Indiana ♦ (317) 698 - 2788 ♦ 98bluecamaro@gmail.com

BEST BUY GEEK SQUAD – AVON, IN

2014 – 2017

Advanced Repair Agent (Part-time position)

- Perform diagnostics and navigate requested and recommended repairs in a timely fashion
- Phone and in-person contact with clients to reveal diagnostic discoveries and make recommendations for protecting and defending client devices
- Partner with other team members to ensure proper documentation of client requests
- Support Geek Squad efforts to protect the world, one device at a time

MOXY SPORTSWEAR, LLC – Indianapolis, IN

2006 – 2010

VP of Operations & General Manager

Working for a start-up sportswear design company, designing high resolution photographic imagery on quality shoes, footwear and carry bag products.

- Purchased, Installed, Configured Dell/Windows Server 2003 with IIS7 for hosting our website that we were designing and setting up. Also, setup and installed an Intranet server loaded with Small Business Server 2003 to manage our internal files, printers and network.
- Worked with our graphics designer with the layout for our website. Responsible for website programming, layout and backend development. Developed site on our ColdFusion server.
- Responsible for all hardware/software maintenance, updates and configuration.
- Developed UPC's and barcodes need to be assigned to all products being sold to retailers.

NATIONAL GOVERNMENT SERVICES/MOSER CONSULTING– Indianapolis, IN

2008 –2009

Senior Consultant Infrastructure Group

Working full-time for Moser Consulting as a contractor for NGS on Access Management and LAN security.

- Responsible for Access Management on 300 server's nation wide
- Responsible for setting up Active Directory based on Segregation of duties and Job Responsibilities nationwide.
- Did Access testing during server migrations for the various offices thru out the WAN.
- Handled support tickets for access issues for users

SPITFIRE COMMUNICATIONS, INCORPORATED – Indianapolis, IN

1996 – 2006

General Manager and Part Owner

Partnered in the start-up and management of an Internet Service Provider supplying nationwide dialup Internet Access, Wireless Internet Access, Website Hosting and Website Design, programming, network and computer consulting services. Managed a staff of three technicians supporting 8000 customers nationwide. Position entailed all billing, invoicing, accounts payables and receivables as well as website design and updates, customer technical support and computer and network design, maintenance and support.

- Instituted costs and methods necessary to expand company into national market including implementation of new services and reduction of monthly fees that drove client growth from 400 to 8000 customers in a five-year period.
- Single-handedly researched and designed service/product offerings in order to confidently market a new face in the competitive Internet Service Provider field and to drive corporate growth in future years.

DOUGLAS C. BROWN

Indianapolis, Indiana ♦ (317) 698 - 2788 ♦ 98bluecamaro@gmail.com

AMERICAN LASER TECHNOLOGY, INCORPORATED – Indianapolis, IN *General Manager and Owner*

1990 - 1996

- Purchased a successful cartridge remanufacturing company specializing in restoration of laser printer cartridges and providing printer services.
- Added networking and computer sales and service.
- Managed five fulltime employees, product purchasing, scheduling of daily service calls, bookkeeping, correspondence.
- Managed a client base of 300 customers including identification of product requirements, recommendation of new hardware and software to best serve the clients' needs and timely resolution of any product issues.

PACKAGE AUTOMATED LIFE/LIABILITY MANAGEMENT, INCORPORATED – Indianapolis, IN 1986 -1990 *Programmer Analyst III*

Duties entailed designing, coding, testing, troubleshooting and maintaining developed programs as well as in-depth system analysis and programming.

- Designed and developed a PC-based Worker's Compensation interface utilizing Realia Cobol that handled all claim quotes and ratings for home and commercial insurance businesses. Key member of team responsible for the reengineering of a high-selling application from a Wang base to Mainframe base and final transition to that of a PC-based system.

TRAVELERS INSURANCE COMPANY – Indianapolis, IN 1983 -1986 *Automation Coordinator/Property and Casualty Rater*

- Automation Coordinator on an IBM 8100 telecommunications computer system. Commercial lines rating and policy issuance. Prime contact for problems and questions with the computer system. Trained office staff and trained insurance agencies for our district.

RADIO SHACK (SUBSIDIARY OF TANDY ELECTRONICS AND TANDY ELECTRONICS AUSTRALIA) – Melbourne, Vic Australia **1983 -1986** *Store Manager*

- Profit and loss control, stock control and ordering, merchandising, sales and staff management.

MIDAS MUFFLER SHOPS – Melbourne, Vic Australia 1980-1981 *Branch Manager*

- Staff training, marketing, cost and stock control.

INDIANA FARMER'S TOWN AND COUNTRY MUTUAL INSURANCE COMPANIES – Indianapolis, IN **1979-1980** *Insurance rating/underwriting trainee*

- All lines Property and Casualty Insurance.

RUPP AND ASSOCIATES, INC. – Indianapolis, IN 1975-1980 *Manager and part-owner* Property, Casualty and Life Insurance sales and service.

DOUGLAS C. BROWN

Indianapolis, Indiana ♦ (317) 698 - 2788 ♦ 98bluecamaro@gmail.com

SKILLS

Router Support: Cisco, Linksys, D-Link, NetGear, Watchguard

Operating Systems Support: Microsoft Windows all versions

Languages: HTML, CSS, JavaScript, ASP, VB Scripting, ColdFusion, WordPress

Databases and Platforms: MySQL, MSSQL & MS Access

Server Administration: Windows Server 2000, 2003, 2008R1 & R2, Small Business Servers 2003, 2008 & 2012, Exchange, Active Directory

Design Tools: Adobe Dreamweaver, Fireworks, Photoshop, Visual Studio & ColdFusion

Other Tools: Allscripts Practice Management and EMR Software, QuickBooks Pro, Fraser Dealership Sales Management software, Microsoft Office, LogMeIn, Remote Desktop and Kaesa Remote Access.

EDUCATION

W3SCHOOLS.COM

Certified HTML Developer

Certified October 2019

INDIANA WESLEYAN UNIVERSITY – Indianapolis, Indiana

Master of Science in Business Management

Graduated May of 1991

INDIANA WESLEYAN UNIVERSITY – Indianapolis, Indiana

Bachelor of Science in Business Management

Graduated May of 1988

IVY TECH COLLEGE – Indianapolis, Indiana

Associates of Applied Science in Computer Technology

Graduated May of 1986