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**Skill Sets**

***PC Operating Systems Mainframe Operating Systems***

Linux IBM z/OS

IBM AS400/System i

Windows 7 Professional

Windows 10 Professional

Windows Server 2008

***Software Development Programming Languages***

Microsoft Visual Studio COBOL

Microsoft Visual Studio Code Visual BASIC

Notepad++ Visual C++; C++

Visual J++; Java

***Scripting Languages Webpage Development***

JavaScript CSS

JCLDOM

HTML5

***Statistical Software Desktop Software***

SPSS for Windows Microsoft Office Professional

Microsoft Office 365

***Remote Networking Text Editors***

TeamViewer Notepad

Notepad++

Vi/Vim

**Experience**

**Self-Employed**, Lynchburg, South Carolina

*IT Consultant*, July 2008-Present

* Document creation and editing
* IT tutoring
* PC/Laptop maintenance (hardware/software troubleshooting & repair, antivirus/malware removal)
* Data backup and recovery
* Desktop application development

**Brooksource/Technical Youth, LLC DBA,** Indianapolis, IN

*Desktop Technician*, February 2010-August 2010

* Worked on four-day workstation restocking projects with Siemens IT Solutions & Services. Worksite was JP Morgan Chase facility, Florence, SC
* Disconnected workstations, associated peripherals, printers and networking equipment to be packaged and transported to new location to be reinstalled.
* Performed unpacking of equipment, reconnected and tested equipment in new location and network testing for correct network reconnection
* Performed user support during individual end-user testing of workstations

**eBryIT,** Kennesaw, GA

*Dell Service Provider Field Technician,* July 2008-April 2010

* Performed PC/Laptop installations/de-installations at various public school districts in South Carolina
* Unloaded new workstations; unboxed and configured new workstations in staging area
* Disconnected workstations, associated peripherals, printers and networking equipment; Reconnected new workstations, associated peripherals, printers and networking equipment
* Configured new workstations, printers and networking equipment to access school district network; Troubleshooting any configuration issues

**Accomplishments**

* Completed and obtained *Dell SoftSkills Client Certification*, August 2008

**SmartSource, Inc**, West Chicago, IL

*Independent Contractor,* January 2010-May 2015

* Worked on various IT projects in South Carolina
* Performed PC Deployment/Refresh at Encompass Health, formally HealthSouth rehabilitation hospital, Florence, SC.

Performed data backup & migration from old PCs to new PCs. Installed PC image to new PCs. Performed PC & network configuration and post- refresh testing.

* Installed two high capacity Xerox printers at local Michael's arts and craft store, Sumter, SC. Unpacked, assembled and installed printers. Contacted Michael's IT Support to confirm remote programming of printers.
* Avnet ResCare Workstation Improvement Windows 7 Migration. De-installation/Installation of 10 Lab desktops at local South Carolina Works employment office, Sumter, SC.

**Corestaff Services**, Houston, TX

*Contractor*, May 2008-June 2008

* Performed installation of two high capacity Xerox Phaser printer at Kohl's retail store, Florence, SC. Performed network connectivity setup to location workstations and Kohl's central IT office.

**University Technology Services Data Center Operations, Division of IT, University** **of South Carolina Columbia, Columbia, SC**

*Computer Operator I*, May 2007-July 2007

* Operated and assisted supervisor on an operation shift in a multi-CPU environment
* Assisted the supervisor in all aspects of the various systems and subsystems, and directing all problem determination and correction
* Assisted in coordinating machine resources with Production Control and Operations to ensure schedules were met and security was maintained
* Performed nighty and weekly data backup operations using optical and magnetic tape storage systems for onsite storage

**Spherion Professional Services**, Greenville, SC

*PC Support Technician*, June 2006-March 2007

* Performed IT contractor work ACS, A Xerox Company (formally ACS/Affiliated Computer Services) Southeast Data Center, Blythewood, SC.
* Operated and assisted supervisor on an operation shift in a multi-CPU environment
* Operated computer equipment performing tasks and monitoring database systems in accordance with a schedule of operations within Production Control and Operations
* Identified systems hardware and software malfunctions and took appropriate corrective action as necessary to troubleshoot/resolve operating problems. Referred to established procedures and/or escalated problems to more experience personnel within the department.
* Maintained daily logs, turnovers and equipment malfunction reports; Pulled scratch tapes for Batch Processing
* Responded to requests from systems and applications software and hardware support personnel and users for operations assistance as needed.
* Performed nighty and weekly data backup operations using optical and magnetic tape storage systems for onsite and offsite storage

**Accomplishments**

* Took part in the facility's ISO 9000 Certification project, that resulted in ISO 9000 Certification
* Took part in process of rolling out new customers utilizing the data center to including the Coca-Cola Company.

**Teacher Education Program, Division of Education, Morris College**, Sumter, SC

*Computer Laboratory Assistant and Database Manager,* October 2003-June 2006

* Managed 24 workstation computer lab for the Division of Education
* Provided end-user desktop support for faculty, staff and students of all five Academic Divisions within the College
* Assisted College MIS department with hardware/software installations & configurations
* Trained Teacher Education faculty and Teacher Education majors in the use of computer applications and websites that pertain to Teacher Education
* Developed & administered used internally by the Teacher Education program and the Division of Education.

**Accomplishments**

* Participated as a project coordinator in the campus-wide project for the Teacher Education program to obtain Initial Accreditation within the Council for The Accreditation for Educator Preparation/CAEP (formally known as the National Accreditation of Teacher Education or NCATE)
* Developed database management system to manage statistical, student, faculty and test information used by the Teacher Education program and the Division of Education.
* Developed various data analysis applications using Microsoft Excel and SPSS for Windows to import, aggregate and report on data created within the Teacher Education program, the Division of Education and the College and data sent from the Educational Testing Service/ETS

**Anderson Library Computer Lab**, J.C. Anderson Library, University of South Carolina Sumter, Sumter, SC

*Computer Lab Assistant*, August 2001-May 2003

* Managed 32 workstation computer lab in Anderson Library
* Provided end-user support for faculty, staff and students
* Maintained daily log of student lab usage using Excel spreadsheet
* Helped students with using the various online databases used by the Library

**Workstudy Experience**

**Main Computer Lab**, Central Carolina Technical College, Sumter, SC

*Student Technical Assistant,* August 1998-August 2001

* Managed 32 workstation computer lab in Anderson Library
* Provided end-user support for faculty, staff and students
* Maintained lab equipment and was responsible for closure of computer lab
* Maintained daily log of student lab usage

**Anderson Library Computer Lab**, University of South Carolina Sumter, Sumter, SC

*Computer Lab Assistant*, August 2001-May 2003

* Assisted in managing 32 workstation computer lab in Anderson Library
* Provided end-user support for faculty, staff and students
* Maintained daily log of student lab usage using Excel spreadsheet
* Helped students with using the various online databases used by the Library

**Education**

**University of South Carolina, Columbia, SC/University of South Carolina Sumter, Sumter, SC**, January 1998-Present

Pursuing *Bachelor of Science in Computer Science*

**Central Carolina Technical College**, Sumter, SC

*Associate in Computer Technology,* August 1998-August 2001

Completed *Cisco Certified Networking Associate* program, May 2001

*Certificate* in Internetworking, August 2000-May 2001

**University of South Carolina Sumter**, Sumter, SC,

*Student of The Year nominee*, *Division of Business Administration*,

2002-2003 Academic Year

**Volunteer Experience**

**School Improvement Council Technology Advisory Board**, Lee County School District, South Carolina

*SIC Technology Advisory Board Member*, January 2003-June 2005

* Member of Technology Board for the former Lee County Career and Technology Center, Bishopville, SC
* Provided community and professional work experience guidance in a working group in helping to update curriculum and education standards for each school year for the former Lee Career and Technology Center

**South Sumter Resource Center**, Sumter, SC

*Afterschool Tutor*, January 1999-May 2001

* Provided tutoring to elementary students in grades 3rd-7th grade at a community afterschool program

**Activities**

University of South Carolina Sumter Intramural Men's Softball team, January 1997-May 2001, Team inactive

* Former member of Men's intramural softball team; Position/catcher

University of South Carolina Sumter TKD Club member, January 1998-December 1998, Club inactive

* Participated in martial arts club practicing the martial art of Tae Kwon Do