

Ronald Jackson Boyd

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Technical Support Specialist

Customer-focused, solutions-oriented technical support specialist. Background includes over 10 years' experience in computer support, programming, and web development. Skilled in using word processors, desktop publishers, spreadsheets, databases, graphics editors, and presentation software. Georgia Work Ready – Certified Silver.

Technical skills include:

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|---------------------------|--------------|----------------|----------------------|
| ▪ Personal computers (PC) | ▪ Perl | ▪ Python | ▪ Networking |
| ▪ Macintosh / Apple | ▪ PHP | ▪ Visual Basic | ▪ Installation |
| ▪ Windows | ▪ JavaScript | ▪ AutoCAD | ▪ Computer repair |
| ▪ Linux | ▪ HTML | ▪ PowerPoint | ▪ DC electronics |
| ▪ C | ▪ SQL | ▪ Excel | ▪ Wide area networks |

Professional Experience

1/1998 – 8/2007 | ZCorum | Gordon, Georgia

ZCorum provides industry-leading broadband services, diagnostics, engineering assistance and end-user support.

Web Developer / Programmer (11/1999 – 8/2007)

- Customized Perl and PHP scripts for online applications.
- Integrated JavaScript and HTML in CGI forms.
- Authored PHP scripts with MySQL queries for database driven applications.
- Investigated network abuse complaints.
- Developed applications in a Linux environment on multiple Apache servers.
- Developed a backend site for the Forsyth Chamber of Commerce.

Technical Support Specialist (1/1998 – 11/1999)

- Provided telephone technical support for customers of several internet service providers (ISP).
- Resolved end users issues to their satisfaction.

10/1995 – 12/1998 | Macon Technical Institute, Macon, Georgia

Microcomputer Specialist – Work / Study

- Supported faculty and staff computer systems on an intranet.
- Resolved users' hardware and software issues.

4/1986 – 5/1987 | M&M Clays, Inc. | McIntyre, Georgia

Laboratory Technician

- Analyzed production and exploration kaolin samples for quality control.
- Tested samples for G.E. brightness, residue, viscosity, CEC particle size, and cast weight.

Education

Bachelor of Science, Computer Science | Georgia College | Milledgeville, Georgia

Bachelor of Science, Geology | Georgia Southern College | Statesboro, Georgia

Diploma, Accounting | Central Georgia Technical College | Milledgeville, Georgia

Diploma, Microcomputers | Macon Technical Institute | Macon, Georgia

Diploma, Computer Programming | Control Data Institute | Atlanta, Georgia