***Jeff Smith***

***7000 SW Vermont ct APT # 412, Portland OR, 97223***

***503-875-4119***

[***ThePCDevil@msn.com***](mailto:ThePCDevil@msn.com)

[***Jeffreyx.s.smith@intel.com***](mailto:Jeffreyx.s.smith@intel.com)

**OBJECTIVE:** Apply my expertise and acquired skills to support a successful organization, while increasing my responsibilities and continuing my professional growth

**SUMMARY OF QUALIFICATIONS:**  High profile professional with 10 years of experience in computer systems repair, network administration and all levels of customer support.

 Action oriented – able to schedule work activities according to priorities, workloads, and timelines

 Problem solving - identifies problems and selects the most appropriate solution

 Teamwork - works well individually and as part of a team

 Deals with Change – adapts well to ambiguity of work environment and workload

 Customer Service – excellent people skills while working with stakeholders and business partners

**Professional Experience:**

 Performed system analysis responsibilities for a variety of applications by partnering with other support team Analysts and Application Developers Business Analysts and Customers to understand business requirements, map the requirements to systems capabilities and recommend technical solutions

 A proven ability to identify root cause of problems/issues, formulate solutions that best meet the needs of multiple applications and to work through others to ensure the desired solutions gets implemented.

 Ability to manage multiple projects along with process requirements

. Experience with all Microsoft platforms: Dos through 9x and 3.11 through Windows 2008 advanced server. Mid level expertise with Linux installations. Expertise with all levels of computer hardware and networking equipment, security systems and software.

 Provided the support necessary to allow the users to effectively use the applications   
(i.e., ad hoc queries, problem assessment, troubleshooting and resolution)

 Recommended customer support policies/guidelines, and enhanced services or capabilities.    
Worked with customers, Help Desk agents and various technical teams

 Strong analytical and interpersonal skills, as well as strong technical aptitude.  A proven ability to identify root cause of problems/issues, formulated solutions that best meet the needs of multiple applications and to work through others to ensure the desired solutions gets implemented

 Responded to customer/client requests or events as they occur.

 Planned and scheduled work to meet deadlines established by others to ensure the completion of several related tasks.

 Used judgment in data analysis to develop and design solutions for moderately complex processes

 Hardware, Network experience software support and installation including RAS communications for large scale companies and server solutions.

 Inventory management and end user training.

**Employment History**

**Dramatic Innovation, LLC** 2007 – Current

Owner and operator of an onsite service company providing all levels of customer service from

Home PC repair to full office network administration and consultation.

**Intel Lan Access Division Lab Support** (Volt Technical Contractor)

April 2010-Current

**Server Technician, Lab Support Coordination**

Responsible for supporting several labs full of engineers and their systems. Troubleshooting

And maintaining pre-production servers, contractor workstation and networks. Duties include

But not limited to:

* Managing a trouble ticket queue for engineers and end users for system maintenance, troubleshooting, repairs and upgrades.
* Installing, testing troubleshooting rework boards including preproduction processor upgrades, BIOS, BMC and Boot ROM programming and LOM configurations.
* Managing an inventory of reuse systems ranging from low end developer systems to high end servers
* Managing RMA for failed components and dealing with OEM vendors to procure replacement parts as needed.
* Server rack assembly and system population for engineers.
* Building, loading OS and adding systems to the domain for contractor usage.
* Assembly of open-air tech stations for the engineers to test circuitry and validate components.
* Programming firmware on all forms of system board chips as well as networks switches and PDUs.
* Performed monthly audits of systems and maintained several databases of parts and network names.
* Maintained a database for RFID tagged preproduction systems within the labs.
* Proficient at deep troubleshooting of all Intel platforms.

**DDLC Lab, Intel Corporation** (Volt Technical Contractor) March 2008 – March 2009

**Server Technician**

Responsible for prepping pre-release server environments to be loaned to software developers.  Duties include but not limited to configuring, upgrading, loading OS, troubleshooting and supporting business class servers.

* Experience in Itanuim 2 and Xeon platforms. Mid, notebook, pre-release gaming and wifi support. ABG-N Networking. Cabling and fiber optic experience.
* Windows and Linux enterprise operating systems and EFI shell usage.
* Preparing pre-release server hardware to be loaned to software developers
* Experienced in EFI shell and shell commands
* Configure, upgrade, load OS, troubleshoot, ship, receive and support Itanuim 2 and Xeon servers, in addition to Tiger 4 Intanium 2 MP server Madison/Montecito, Tiger 2 DP server, SuperMicro Super Server editions, Truland Xeon DP Server, HP Integrity Server series, Glidewell DP Xeon desktop systems, Napa Mobile computing SDV platform,
* Performed benchmark testing on projects
* Checked Printed Circuit Boards for solder flaws, missing components or wrong components
* Performed monthly lab audits and purged equipment and project hardware and components

**DDLC Lab, Intel Corporation** (Kelly IT Contractor)

January 2006 – January 2007

**Server Technician**

Responsible for prepping pre-release server environments to be loaned to software developers.  Duties include but not limited to configuring, upgrading, loading OS, troubleshooting and supporting business class servers.

* Experience in Itanuim 2 and Xeon platforms.
* Windows and Linux enterprise operating systems and EFI shell usage.
* Preparing pre-release server hardware to be loaned to software developers
* Experienced in EFI shell and shell commands
* Configure, upgrade, load OS, troubleshoot, ship, receive and support Itanuim 2 and Xeon servers, in addition to Tiger 4 Intanium 2 MP server Madison/Montecito, Tiger 2 DP server, SuperMicro Super Server editions, Truland Xeon DP Server, HP Integrity Server series, Glidewell DP Xeon desktop systems, Napa Mobile computing SDV platform,
* Performed benchmark testing on projects
* Checked Printed Circuit Boards for solder flaws, missing components or wrong components
* Performed monthly lab audits and purged equipment and project hardware and components

**PC Club Computer - November, 2004 to January 2006**

## **Tigard, OR**

Lead computer tech - responsible for system diagnosis, trouble-shooting and repairs, onsite services network installation and administration.

(503) 620-9938 Greg Baker-manager

**That Computer Place - February, 2003 to November, 2004**

## **Monterey, CA**

Onsite network administrator responsible for maintenance of 10 to 15 office networks.

(831) 649-4100 Rick Barberie-owner/manager

**The Computer Connection - April, 2001 to February, 2003**

## **Pacific Grove, CA**

Owner and operator of a retail computer store.

(closed for business) Myself-owner operator.

**PCI Tech, Inc. - January, 1998 to April, 2001**

## **Monterey, CA**

Onsite Service Manager & Computer technician.

(831)375-2700 Rick Barberie/John Lynes owner operators

**Cyber Exchange - January, 1997 to January, 1998**

## **Beaverton, OR**

Repair & trouble shooting systems, sales and customer service.

(Closed) Troy Doud-owner operator.