KAREN J. DICAMPO
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SUMMARY OF QUALIFICATIONS

A hands-on Information Technology leader with over 20 years of experience and a proven ability to provide cost effective solutions and support to improve business efficiency and productivity

- Experienced in solving problems associated with computer usage: hardware, software, networking, user training and support.
- Well-developed skills in presenting technical concepts clearly and accurately in speaking and writing as well as listening carefully to others.
- Experienced in prioritizing tasks and identifying and allocating resources.
- Successful in confronting and handling difficult situations with objectivity and sound judgement while working towards a smooth resolution.
- Known for decisiveness in taking the initiative in solving problems by early recognition of critical situations and prompt implementation of appropriate action.
- Extensive internal and external customer contact and service.

EMPLOYMENT HISTORY

TUFTS HEALTH PLAN   2016-PRESENT
  Health Insurance provider.

Consultant: MS Access Database Developer using VBA & SQL. Creator of Business Intelligence reports using IBM Cognos Report Studio.

TRELLEBORG D.B.A. ARCHER RUBBER   2007-2016
  Manufacturer of engineered coated fabrics utilized in the aerospace, military and transportation industries that necessitate state-of-the-art solutions meeting the most demanding requirements.

IT Manager: Functioned as the entire IT department for the facility including 3 servers, 77 users and a budget of $25K/yr

IT Essential Duties and Responsibilities:
- Setup and updated company servers. Migrated from Windows NT Server, to MS Small Business Server, to Windows Server 2008 with Hyper-V. Maintained core up time requirements while keeping hardware and software up to date. (Hyper-V, File Server, Domain Controller, Exchange)
- Implemented disaster recovery and backup procedures and information security and control structures in order to preserve assets and keep downtime minimal during disasters.
- Configured and supported assorted mobile devices providing travelling employees better ability to maintain contact with customers and key company personnel.
- Supported vital computerized devices used in quality and manufacturing departments.

Applications Programming and Support:
- Installed and supported a variety of software, including specialized applications used by the company and quickly resolved problems and questions to provide minimal interruption to the work flow.
- Maintained Access Database & VBA Custom Applications to provide manufacturing and quality critical information such as process specs, proprietary recipes, lot # traceability, revision control
- Designed, programed and supported new Access Database & VBA Applications as needed to meet changing company needs. Two applications in particular, Instrument Calibration Tracking and Reporting and Project Tracker were instrumental in obtaining ISO Certification.

- Leveraged hardware and software contractors on projects needing additional manpower or core competency by specifying requirements and overseeing work performed to ensure that the project was completed on time, on budget and to company's satisfaction.
- Created work instructions and trained factory floor and office personnel in the use of computer hardware, software and applications to ensure they were more efficient at using tools to perform their primary job.

HICKORY HILLS COMPUTER SUPPORT   2001-2007

Proprietor
  Provided computer hardware, systems, networking and application support to small businesses.

GENRAD, INC.   1985 - 2001
  Leading manufacturer of automated test equipment and related software.

Senior Systems Support Engineer: Provided systems software support and training for the manufacturing group as well as for field support and customers.

- Established a program to check out all applications and equipment on the manufacturing floor to forestall any Y2K malfunctions.
- Designed and delivered training programs for 50 manufacturing personnel for a wide range of computerized operations and a diversified group of individuals, many without any computer experience.
- Installed and managed Windows NT 4.0 server, Oracle 7 and TRACS III to run tracking software for efficiency, ISO 9002 certification, and customer demos. Software ran smoothly 99% of the time and served as showcase for sales demos.
- Went onsite with local field support team to troubleshoot and solve networking problems that had plagued 2 major customers for over a year.
- Installed, supported, and trained SCO UNIX. Wrote instructions that became installation and operating manual, trained over 25 field personnel trained, achieved 98% uptime.
- Installed ACCESS remote support systems for several European offices and trained their systems managers in Munich, Zurich, and Milan. Within 5 days these offices were able to provide enhanced support to their customers.
- Managed audit and beta test plan and led interdepartmental team of 22 specialists to perform TRACS 2.0 audit and send on to beta test. As a result, TRACS 2.0 emerged as best audited and highest quality software that company had produced.
- Installed new releases of tester interface, networking, and TRACS software at several European beta sites. The new software was released on time with minimal interruption to customer's production.
- Wrote technical articles for the customer support newsletter in order to keep customers better informed about the operating system, network and applications software of our product.
- With only 2 days notice asked to provide both classroom and hands-on training for 10 customers. Training delivered on time enabling customers to install and operate the software.

EDUCATION
Bachelors Degree, St. Anselm College, Manchester, NH.

SPECIALIZED COURSES AND SEMINARS
Visual Basic for Access Programming   C Programming
Supporting, Troubleshooting & Optimizing Windows NT
Windows NT System Management   227x & 228X Application Programming
SCO UNIX System Management   DECnet System Management

VMS System Management	GRnet System Management
RSX System Management	TRACS System Management
JIT (Just In Time manufacturing)	Small Business Tax Workshop
TQC/QI (Total Quality Control)	A Lawyer's Advice for Your Small Business
Starting/Expanding Your Small Business	CPAs Recommendations for Small Business