



JAMIE HARRELL

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SUMMARY

Works well in a challenging, fast-paced, high-stress and deadline-oriented environments either individually or as part of a team. Proficient in digital technology for both home and office environments; also experienced in detailed diagnosis of technical issues to solve roots of problems instead of simply the surface issues. Knowledgeable in creating detailed reports, documents, and presentations. Focused on consistent quality work and a desire to simplify and innovate daily operations through the use of technology.

EXPERIENCE

IT Support for Time Sensitive Hotline, Nighthawk Radiology

Coeur d'Alene, Idaho, USA — 2010-2010

Provided mission critical support for hundreds of Radiologists receiving data from thousands of hospitals around the world. Support often involved remote access thru SSH tunnels to Mac, Windows, and Linux systems alike, as well as working on a rigorous timeline in order maintain the flow of time sensitive medical documentation.

Accomplishments

- Detailed knowledge of the DICOM systems, the standard for medical image transfer, including OsiriX, Centricity, WinRAD, and Amicas.
- Successful transition of company operations from Sydney, Australia; Zurich, Switzerland; and Coeur d'Alene, United States to their new base of operations in Phoenix, United States.
- Management of over 3000 VPN connections to maintain network stability.
- Software and Hardware upgrades for sensitive data transfer devices often shipped out of country, then assisted remotely with setup of device.
- Maintained detailed records of all support calls via in-house designed ticket system.

Owner, BNC Computer Solutions

Post Falls, Idaho, USA — 2003-2011

A personal business created to service the area of Spokane, Washington and greater Northern Idaho thru efficient and affordable in-home or in-office technical support. Later used as a professional contract company for work related to sensitive compartmented information.

Accomplishments

- Maintenance of computer systems for personal and business use, ranging from simple system cleaning to sensitive data recovery saving countless hours of work to rebuild.
- Installations, upgrades, support, and removal of both software and hardware from key systems.
- Design of networking infrastructure and database management.

Sales Associate, Cingular Wireless

Hayden, Idaho, USA — 2005-2007

Provided top quality service and support of groundbreaking wireless technologies

including some of the first data exclusive wireless devices to hit the cellular networks in the United States.

Accomplishments

- Retail sale of cellular devices and services for personal and business use.
- Support of products and services including cellphone repair, computer integration with brand new wireless technologies of the time including laptop dongles, and researching network issues related to these new technologies.
- Achieved top accessory sales at the district level for the 4th quarter of 2006.

EDUCATION

Oregon Institute of Technology

Associates of Software Engineering — 2003

Olympic High School

General Education — 1997

HONORS

Eagle Scout

Boy Scouts of America, Troop 1541 — 1995

SKILLS

- Microsoft Office Suite, Google Docs Office Suite, Libre Office Suite
- Windows, Macintosh OSX, and Linux operating systems
- C, C++, C#, Visual Basic.NET, PHP, Javascript, Ada, HTML, XML, jQuery

REFERENCES

Available upon request.