

Russ L. Reed

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Highlights

- Full Stack Web Developer
- Twenty years of customer and public service in IT, university, library, hospitality, theatre and media production
- Twenty years of help desk and on-site support experience
- Five years coordinating help desk services at Davidson College
- Six years working circulation and reference desks at public library
- Six years teaching video and audio production
- B.A. in Mass Communication
- Multimedia hobbyist focusing on video, animation, and music production

EXPERIENCE

Front Desk Receptionist

American Red Cross

2020

- Greet and direct visitors to Red Cross services
- Answer and forward calls and emails

Customer Service

Lowe's Home Improvement

2018

- Register and customer service in storefront, lumber, and garden areas
- Product display and stocking

Technical Support Agent

NeoNova

2017

- Provided telecom support to customers across the US via phone, chat, and email
- Worked with other personnel to maintain a live database of client products and services
- Used client sites and Internet resources to assist customers and resolve issues
- Followed up on unresolved issues as needed

Process Assurance/Customer Experience Technician

Kodak Alaris / Adecco

2014-2016

- Coordinated with field technicians, clients, and vendors to resolve software, hardware, and networking issues on Kodak equipment
- Ensured completion of troubleshooting and processed unit replacements
- Tracked and located missing equipment for all North America retail clients
- Corrected software and networking issues in a Cisco remote desktop environment

Technology Education Specialist

Charlotte Mecklenburg Library - ImaginOn: The Joe and Joan Martin Center

2005-2012

- Developed and delivered technology programs in audio/video production, animation, desktop applications, web skills and web safety
- Coordinated internship program to develop technical and communication skills
- Participated in outreach programs at schools and juvenile detention facilities
- Taught courses in video game design, presentation skills, video editing, and scriptwriting
- Completed NASA's application and planning process to host a Space Shuttle uplink
- Performed reference, circulation, and training duties at fifteen branches of Charlotte Mecklenburg Library
- Organized tours for visitors from around the world

Help Desk Coordinator

Davidson College, Davidson, NC

2000-2005

- Managed and coordinated Help Desk operations, resources, student staff, documentation, policies and procedures
- Provided first tier hardware and software support for over 2000 students, faculty, and staff
- Collaborated with colleagues on technologies and strategies to continually improve the Help Desk
- Represented the college at professional conferences
- Maintained inventory and ordered new computer equipment for faculty, staff, and students

Technical Support Engineer

Microsoft Corporation, Charlotte, NC

1998-2000

- Support professional for Microsoft Outlook (all versions through 2000), Exchange Client, Windows Messaging, and Outlook Express
- Provided telephone and email-based support to end-users with skill levels ranging from novice to developer to system administrator
- Supported installation/deployment, usability, development, networking, Internet access, and error resolution

Applications Instructor

New Horizons Computer Learning Center, Charlotte, NC

1997-1998

- Instructed classes on desktop applications, computer and operating system use, and Internet use
- Wrote tailored lesson and plans and online presentations at beginning, intermediate, and advanced levels for varying groups of students
- Courses included Beginning, Intermediate, and Advanced levels in Windows, office applications, and Internet resources
- Consistently received excellent training evaluations from my students

TECHNICAL

Final Cut Pro 7
Davinci Resolve 15
Cisco GoToAssist/GoToMeeting
Remote Business Manager
Microsoft Windows 10 and earlier
Mac OS X and earlier
Ubuntu Linux
Microsoft Office/Project
WordPress
IOS/Android

EDUCATION & CERTIFICATION

B.A. in Mass Communication

University of North Carolina at Asheville
1992-1996

Certified Help Desk Manager

Help Desk Institute
Colorado Springs, CO
2002

Full Stack Web Developer

University of North Carolina Chapel Hill
Summer 2020

Web Development

HTML / CSS / JavaScript
jQuery / Ajax
Node.js / MySQL/ NoSQL
API utilization and creation

C# / ASP.NET

VisualStudio Code

GitHub / GitLab / Heroku

MySQL Workshop