

James Runner

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salary: negotiable

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# R E S U M E

## Objective

Seeking challenging position where I can be most beneficial and be able to utilize my analytical skills and years of experience problem solving to bring critical solutions and positive ideas.

## Work Experience

### **IT Support Technician Summit Entertainment LLC 10/2007 - 01/2009**

Create a new time saving way to setup and deploy systems that cut down the time required from 6 hours to as little as 15 minutes.

Support various departments in troubleshooting, installation, and general technical tasks.

Organize and maintain IT assets and manage inventory database.

Created instructional documents, instructed staff on technical devices and equipments.

Troubleshoot and maintain Lotus Notes, Blackberry, FinalDraft, Microsoft Office, TDS, Irights, and other programs.

Troubleshoot devices such as Blackberry Handhelds, PDAs, scanners, and projectors.

Manage Active Directory Users and Groups, setup user profiles and configure systems according to needs.

Setup from scratch, install hardware and software components, deploy systems and manage and maintain IP based systems including desktops, laptops, VPN software, IP based printers, over LAN.

Backup and recover data from disasters and accidents.

### **Desktop Support Technician WhittmanHart (Interactive) 6/2007 - 8/2007**

Support both Mac and PC users with various computer needs including installation, troubleshooting and network connectivity.

Create organized documentation for technology inventory for used hardware devices.

Install and setup user workstations with productivity softwares for development and administrative users.

Backup and restore user files and settings. Mediate critical tasks and report support needs to high level IT support staff.

### **IT Support Technician American Botanical Pharmacy 4/2006 - 4/2007**

Manage users and groups in Active Directory on Domain server.

Setup, maintain, and troubleshoot computers and digital phone systems.

Manage IP based printers in LAN.

Research, outline and generate solutions for technology needs.

Manage crisis and organize with other support staff to initiate time critical restoration and changes in structures.

Get involved in meetings and provide solutions and help enhance technical reliability.  
Purchase, setup, and configure workstations, and devices for networks.  
Check and troubleshoot desktop problems as problems arise as well as barcode readers and devices critical to warehouse and sales.  
Support administrative and employee staff on usage of systems and guide them to better understand systems functionality and methods.  
Document and create manuals of systems and softwares for usage by staff.  
Consult with other companies to help ease the difficulty of integration of new softwares and hardware.

### **Systems Administrator/Desktop Support Technician**

#### **Tiger Financial Group**

**1/2006 - 4/2006**

Installing hardware and software providing functional workstations for time critical needs.  
Troubleshoot systems and restore lost data. Maintain security software and provide connectivity to shared access over LAN and WAN in multi office setup.  
Researching and recommend new ideas for better network functionality.  
Maintaining website and emails. Provide solutions and purchase needed devices for growth of the company.

### **IT Consultant**

#### **Metzler Consulting Inc.**

**12/2002 - 1/2006**

Support customers with technical problems over the phone and on location.  
Install hardware and software as requested. Troubleshoot hardware and software on desktops and laptops and pda devices. Recover lost data and create backups.  
Install and troubleshoot network devices and workstations.  
Research and find solution supporting clients and owner of company.  
Assess and diagnose problems and provide ideas for better solutions.

### **Systems Administrator/Desktop Support Technician**

#### **West Los Angeles Baptist School**

**9/2000-8/2003**

Troubleshoot and maintain desktops and main domain server.  
Manage system daily backups. Install software and hardware to better suit needs of school.  
Maintain users on Active Directory and setup systems on LAN.  
Support staff on technology issues and suggest purchases.  
Design and maintain school website.  
Supporting and guiding students in computer usage and internet research.  
Maintain and upkeep backups and document information.

### **Selected Skills and Accomplishments**

- Generated multi-server solution to fit needs of change to new sales software.
- Dramatically shortened the time required to deploy systems from hours to minutes to able to meet the needs of hires and system crash replacements from 6 hours to as little as 15 minutes.
- Researched and provided solution to critical backup requirements.
- Setup new Microsoft 2003 domain controller and intranet
- Installed MSSQL Database.
- Microsoft Active Directory.
- Designing functional script oriented FileMaker database.
- Data recovery and upgrading systems and servers
- Brought creative solutions to clients' for their home and business needs.
- As a leader of a nonprofit organization "West Los Angeles Baptist Church Homeless Ministry" I have delegated duties and provided guest with list of our free services and gave counseling support.
- Used creative skill to design various websites for clients with eye catching appearance to

entice visitors to purchase products and services provided by companies and helped clients to advance in today's internet market.

## **Technology**

Operating Systems: Microsoft Operating Systems, OS X, Linux (Ubuntu, Knoppix, Debian)

Handhelds: Blackberry, Windows Mobile PDAs

Web & Email: Webmin, Cpanel, Macromedia Flash, Dreamweaver, Frontpage, HTML, Outlook, Entourage, Thunderbird

Network: Workgroup and Domain networking using TCP/IP for file and print sharing, IIS, Webserver configuration for multiple location connectivity.

Hardware Installation: Installation and upgrade of CPU, motherboards, Raid hard drives, and other components. Troubleshoot conflicting devices.

Software: Acronis, Quickbooks, Microsoft Office, Filemaker, Blackberry Manager, Lotus Notes 7 & 8, Irights, TDS, Firefox, Adobe