

# ETTI SIMON - AFTER

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## EXPERIENCED TECHNICAL PROFESSIONAL

**Hardware/Software: Installations ♦ Troubleshooting ♦ Updates ♦ Upgrades**

Proven technical professional with extensive experience in computer hardware and software support. Install hardware and software and provide technical service to more than 300 users. Accomplished leader able to effectively motivate team to ensure integrity and reliability across the organization. Conduct installations and configurations. Oversee maintenance of the organization's firewall, gateway, and web/email servers.

### CORE COMPETENCIES

- Project Planning
- Project Management
- Team Leadership
- Customer Service
- Troubleshooting
- Configurations
- User Support
- Hardware/Software Installs
- Technical Maintenance

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### PROFESSIONAL EXPERIENCE

**UTOPIA SIGNS**, Seaside, NC – 1992 to Present  
**COMPUTER TECHNICIAN**

Lead a team of 45 junior computer technicians in execution of hardware and software updates, upgrades, and installations in support of a 300 user customer service operation using Windows based proprietary software. Identify and resolve customer support issues using LinkTen.

- Ensured excellence by developing and delivering comprehensive training to junior computer technicians.
- Designed training curriculum to ensure operations consistency.

### EARLIER ROLES

**TALLAHASSEE PUBLIC SCHOOLS**, Tallahassee, TN  
**TECHNICAL ENGINEER**

Provided system support to more than 250 users. Conducted comprehensive troubleshooting activities and serviced all computer issues for the district.

- Planned and led the project to set up and configure 250+ new computers.
- Oversaw the team in execution of new computer configurations.

### EDUCATION & TECHNICAL SKILLS

**UNIVERSITY OF TALLAHASSEE**, Tallahassee, TN  
**B.S., COMPUTER ENGINEERING**

**TECHNICAL SKILLS:** Windows 95/98/NT/2000 · Installations · Configurations · Maintenance · Firewalls · Gateways · Web/Email Servers