

# Ralph O. Pickwick IV

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Summary	Seven years of experience as an Information Systems Engineer, performing duties as an Application Support Technician, Assistant Manager, and Technology Sales Associate.
Technical Skill Sets	<b>Hardware:</b> Computer/Business Machines Repair & Troubleshooting, LAN Infrastructure & Networking <b>Software:</b> MS Office 2003, Adobe Acrobat 6.0, Mozilla Firefox, Symantec Ghost, Norton Antivirus Corporate, Sema4 (Timesheet Database Application), Jasc Paint Shop Pro and Animation Shop <b>Operating Systems:</b> Windows XP, 2000, NT4, 9X
Work Experience	<p>September 2000 – Present– Harrington Group, Inc. Application Support Technician &amp; Human Resource Coordinator – Duluth, GA</p> <ul style="list-style-type: none"><li>▪ Configure and maintain services (computers, printers, routers, switches, and cabling) for 25 clients</li><li>▪ Evaluate new software and hardware to determine usefulness and compatibility</li><li>▪ Install specified software packages onto corporate systems/workstations</li><li>▪ Assemble and configure network components and associated services</li><li>▪ Setup and maintain network operations, including assembly of network hardware</li><li>▪ Perform network troubleshooting to isolate and diagnose network problems</li><li>▪ Train users on software and equipment usage</li><li>▪ Respond to client inquiries concerning systems operation and diagnose problems</li><li>▪ Develop IT system solutions for company consistent with organizational objectives</li><li>▪ Plan policies and procedures for carrying out computer operations</li><li>▪ Maintain the data archive library</li><li>▪ Manage corporate web site and intranet (both server-side and client-side)</li><li>▪ Implement PBX system, Lucent Partner voice mail</li><li>▪ Administer 401(k) retirement accounts</li><li>▪ Manage employee health insurance program</li></ul> <p>Other Projects: Implemented first corporate intranet; Serve on the marketing committee</p> <p>March 1998 – December 2003 – MicroSeconds, Inc. Assistant Manager – Duluth, GA</p> <ul style="list-style-type: none"><li>▪ Configure and maintain services (computers, printers, routers, and cabling)</li><li>▪ Train staff on hardware, software, and sales processes</li><li>▪ Analyze hardware problems and upgrades, as well as implement final solution</li><li>▪ Manage customer complaints in a courteous and time-sensitive manner</li><li>▪ Personal sales totaled approximately \$250,000 over 24 months</li></ul>
Education	<p>Summer 2003 – Spring 2005 – Shorter College Bachelor of Science in Business Management – Lawrenceville, GA</p> <ul style="list-style-type: none"><li>▪ GPA 3.8; Dean's List; Graduate (December 2005)</li></ul> <p>Summer 2000 – Spring 2003 – Georgia Perimeter College (UGA University System) Associates Degree in Business Information Systems – Lawrenceville, GA</p> <ul style="list-style-type: none"><li>▪ GPA 3.06; Dean's List; Graduate</li></ul>