

## **DALE C. CROW**

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For the most up to date resume: <http://DaleCrow.com>

### **OBJECTIVE**

A position as a (Work At Home) Customer Service Tech Support Specialist. Working with no or very little supervision to deliver both customer and technical support at the highest level.

### **EDUCATION**

#### **U. S. Coast Guard Auxiliary and Department of Homeland Security:**

10-09-2010 (ICS-210) Initial Incident Commander Course

01-17-2010 (APC) - Administrative Procedures Course

11/28/2009 (IS-00100.a) FEMA: Introduction to the Incident Command System

11/28/2009 (IS-00200.a) FEMA: ICS for Single Resources and Initial Action Incidents

11/28/2009 (IS-00700.a) FEMA: National Incident Management System (NIMS)

11/28/2009 (IS-00800.b) FEMA: National Response Framework

#### **Computer Related:**

1984-2007 - To View all of my Dell Certifications go to <http://dalecrow.com/certs/>

05/29/2006 - IBM Laptop Certified

11/30/2005 - Hughes DSL/Unified Broadband Certification

10/16/2005 - Apple Certified - Desktop and Laptop

08/16/2005 - Tatum TV Certified

04/19/2005 - IBM Customer Satisfaction and Business Conduct

02/02/2005 - Canon Copiers - Certified

04/14/2005 - Sony Certified - HDTVs.

08/11/2004 - Sony Certified - Desktops, Laptops

10/01/2004 - MPC Computers Certified - Server and Desktop

02/26/2003 - IBM Desktop Certified

02/04/2001 - Toshiba Associate Technician Certification

06/01/2000 - QualXServ's Sun Microsystems Certification – SUN001, IPC/X,SPARC 1,2,4 Ultra 1,2,3,10

08/25/1999 - A+ Certified Technician

40 Hrs 1997 - Windows 95 / Windows NT - Wang courses.

40 Hrs 1994 - Hughes Network Systems (Hughes Satellite Earth Station)

80 Hrs 1992 - Personal Computers (DOS, WINDOWS and NT 286-486 P-I, II, III, AMD Processors)

120 Hrs 1990 - Pinnacle Plus System (UNIX M68000 Processors With a Token Ring LAN)

60 Hrs 1985 - WP III Pinnacle System (Z80 AND 8088 Processors)

60 Hrs 1985 - Pinnacle System Maintenance (Z80 Processor)

144 Hrs 1984 - Eight Window System Maintenance (Z80 Processor)

16 Hrs 1984 - XEROX Customer Satisfaction Skills

#### **U.S.A.F. Schooling:**

40 Hrs 1984 - NCO Leadership course

30 Hrs 1983 - Digital Techniques

72 Hrs 1982 - Solid State & Integrated Circuit Devices

1,008 Hrs 1981 - Electronic Warfare Systems (ECM)

GRAD 1979 - Fairhope High School, Fairhope, Alabama.

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### **EXPERIENCE**

CEO

**GH1 Web Hosting / Web Presents Provider / Consulting Company**

#### **1987 Jan – Present**

GH1.com is a Full-Service Web Presence Provider and consulting company. Our servers are located in a reliable data center. We do everything from domain sales, web hosting, WordPress webpage development, network implementation, network administration down to computer hardware and security systems. We have a full-time tech support staff that is available 24/ 7 365 days a year. We host many non-profit and Christian websites. I work with many Content Management Systems, WordPress, Drupal, Joomla, concrete5 along with FrontPage, Microsoft Expression Web, Photo Impact, WhoIs programs and Net Scanner Programs. I am well versed in the World Wide Web

#### **Technical Support Specialist / IT professional**

Pen Air Federal Credit Union

#### **2007 Sept – 2018 Jan**

My primary job was to help man the helpdesk and assist our employees with both hardware and software needs. As a skilled technician, I can fix not only the issue at hand but the customer as well. As one of four technicians, I work with many products and systems including; ShoreTel phone system, Cisco Call Manager, VOIP phones, Evolve/PegaReach, Fiserv Nautilus imaging, and Jack Henry & Associates, Symitar product. I am the system admin for the Kayako helpdesk program and server. I am also the project manager for the credit union's copiers and work to manage the warranties and leases. I man the early shift and do some operations tasks required to open the Credit Union. As a former Dell Master Certified Server Tech, I help with any hardware needs in the Data Center. The data center duties range from racking servicers, installing PDU's and setting up the KVM system in all of the racks. We started with Dell KVM systems and then moved to StarTech KVM Systems. I also researched and implemented the first hard drive cloning system using a Logicube cloner. This reduced the load time for each PC and increased productivity.

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#### **Field Service Engineer / Break and Fix Technician**

QualXServ / Getronics / Wang Global / Olsy / Olivetti / ISC-Bunker Ramo / ISC:

#### **1984 Sept 2007**

I worked as a high-end remote technician with little to no supervision. Dell Master Server Certified and chosen to work on Dell's Storage Ares Networks (SAN) and Network Attached Storage (NAS) systems. I worked with DOS, UNIX, DNIX, LINUX, WINDOWS 3.x, 95, 98, Win 2000, NT and XP operating systems. I also worked on the low-end servers, workstations, desktop and laptop computers as well as Canon copiers, Hughes networks satellite communications equipment, Sony and Tatung plasma and LCD TVs. As a remote technician I relied of

my knowledge of system level concepts; digital, analog and microprocessor theory and application, electronic theory.

## **ELECTRONIC TECHNICIAN, U.S.A.F.**

Hurlburt Field, Fl.

### **1980 - 1984**

Primary Technician of the AC 130 repeater jammer systems. Installed, maintained and repaired (ECM) electronic countermeasures and electronic warfare systems installed in military aircraft Utilize schematics and technical orders. Assign work, evaluate maintenance quality, and provide training to apprentice technicians. Highly skilled in troubleshooting and fault isolation.

## **Additional Knowledge and Experience**

I own and operate a web hosting company GH1 Web Hosting, Inc. <http://GH1.com>. I work with many Content Management Systems, WordPress, Drupal, Joomla, concrete5 along with FrontPage, Microsoft Expression Web, Photo Impact, WhoIs programs and Net Scanner Programs. I am well versed in the World Wide Web. I also the founder and owner Of Mission Trips LLC, <http://MissionTrips.com>. Mission Trips LLC is a mission trip sending organization. I have worked with six different countries across the Caribbean and the Central Americas.

## **U. S. Coast Guard Auxiliary**

### **DIR-IU, BC-ISH, DSO-CS, FSO-CS / U. S. Coast Guard Auxiliary**

In 2009 I joined the U. S. Coast Guard Auxiliary. This is volunteer position that I had to undergo a security clearance and take an oath. I am no longer a civilian; I am an Auxiliarist. The U.S. Coast Guard Auxiliary is the uniformed volunteer component of the United States Coast Guard. Created by an Act of Congress in 1939, the Auxiliary directly supports the Coast Guard in all missions, except military and law enforcement actions. This is all done after hours and in my spare time.

### **2010 Nov – 2012 Nov**

Appointed and served two years as DIR-IU – National Director, Information Technology User Services. I helped to re-organize the I-department to create the IT User Services Department. I was brought in due to my customer service skills, tech support skills and my help desk background. As a director I manage four divisions containing 25 people. We are responsible for the following, the national web presence, support for all of the CS officers including the AUX-04 C-school, the National Help Desk / Knowledge Base and the support forms and databases used by the Coast Guard Auxiliary.

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### **2010 May – Present**

Appointed DSO-CS - District Communication Services Officer – USCGAUX 8th Coastal Region. As the I manage two Assistant District Staff Officers and am in charge of 46 district CS officers along with the district web page and the online store. I completed a 160-hour rework of the website and also set up the online to be able to take credit cards. I wrote the first guide for the USCGAUX for the use of Facebook. This guide was a how-to guide on setting up the Facebook fan page and locking it down. The how-to guide was the bases for today's USCGAUX Facebook policy. I was sent to Dallas to teach a course on Facebook and social media. I also spoke at the District training in Mobile to taught a class on Information Security and Personally Identifiable Information.

**2009 Oct – 2010 Aug After the Director job 2012 Mar – Present**

Appointed BC-ISH - Branch Chief, USCGAUX National IT Support Help Desk. I selected the new platform for the National IT Support Help Desk and set it up. As the Branch Chief, I oversee that the system is working and that the support request are handled.

**2009 May - Present**

Appointed FSO-CS - Communication Services Officer – Milton Fl. Flotilla. As the FSO-CS I am in charge of the local flotilla web site. I set the website up to be in line with the National website and created a Facebook fan page and linked it to Twitter. I also set up a Google shared calendar for the members. This website was noticed by both the District and by the National Department of Information Technology, and both offered me a position on their staff.

**PERSONAL**

Birth Date: 14 August 1960

Height: 6'0" Weight 220 Lbs.

Marital Status: Married, two grown children

Interests: Computers, Electronics, Web page design, Mission work, Music

Security Clearance: Secret (2003) U.S.A.F.

Security Clearance: (2009) U. S. Coast Guard Auxiliary

Travel: Willing to travel.

Available: Now

**EXCELLENT PERSONAL AND PROFESSIONAL REFERENCES AVAILABLE UPON REQUEST**