

DALE C. CROW

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

OBJECTIVE

A position as a Technical Support Specialist or Field Support Technician. Working with no or very little supervision to deliver both customer and technical service at the highest level.

EDUCATION

I hold the two highest Certifications Dell Computers offers. I Am Dell Certified On most all other products that Dell sales! See <http://www.dalecrow.com/certs/>

IBM Laptop Certified	05/29/2006
Hughes DSL/Unified Broadband Certification	11/30/2005
Apple Certified - Desktop and Laptop	10/16/2005
Tatung plasma and LCD TVs Certified	08/16/2005
IBM Customer Satisfaction and Business Conduct	04/19/2005
Canon Copiers - Certified	02/02/2005
Sony Certified - HD plasma and LCD TVs	04/14/2005
Sony Certified - Desktops, Laptops	08/11/2004
MPC Computers Certified - Server and Desktop	10/01/2004
IBM DeskTop Certified	02/26/2003
Toshiba Associate Technician Certification	02/04/2001
Sun Microsystems Certification – SUN001, IPC/X,SPARC 1,2,4 Ultra 1,2,3,10	06/01/2000
A+ Certified Technician	08/25/1999
Windows 95 / Windows NT - Wang courses.	40 Hrs 1997
Hughes Network Systems (Hughes Satellite Earth Station)	40 Hrs 1994
Personal Computers (DOS AND WINDOWS 286-486 Processors)	80 Hrs 1992
Pinnacle Plus System (UNIX M68000 Processors With a Token Ring LAN)	120 Hrs 1990
WP III Pinnacle System (Z-80 AND 8088 Processors)	60 Hrs 1985
Pinnacle System Maintenance (Z-80 Processor)	60 Hrs 1985
Eight Window System Maintenance (Z-80 Processor)	144 Hrs 1984
XEROX Customer Satisfaction Skills	16 Hrs 1984
<u>U.S.A.F. Schooling:</u>	
NCO Leadership course	40 Hrs 1984
Digital Techniques	30 Hrs 1983
Solid State & Integrated Circuit Devices	72 Hrs 1982
ECM Warfare Systems	1,008 Hrs 1981
<u>Fairhope High School</u> , Fairhope, Alabama.	GRAD 1979

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EXPERIENCE

Technical Support Specialist / IT professional Pen Air Federal Credit Union

2007 Sept. – Present

From Dell Servers to VOIP phones and all aspects of Information Technology. I help support both the users and the data center. I work not only I.T. but also fill in doing the operations side of the house. At Pen Air Federal Credit Union it is a team operation and that is one of the best things about working with Pen Air. We are working with the Jack Henry & Associates, Symitar product. I helped in choosing the new PC platform for the association. I deal with all employees to resolve their IT needs.

Field Service Engineer / Break and Fix Technician

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

1984-Aug 2007

I worked as a high end remote technician. I worked with little to no supervision. Dell Master Server Certified and chosen to work on Dell's Storage Area Networks (SAN) and Network Attached Storage (NAS) systems. I work with DOS, UNIX, DNIX, LINUX, WINDOWS 3.x, 95, 98, Win 2000, NT and XP operating systems. I also work 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 rely 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:

I own and operate a web hosting company GH1 Web Hosting, Inc. <http://GH1.com> and <http://GulfHost.com>. I am fully versed in web design using Front Page, Telnet and FTP. I also have a good understanding of InterNic and the whole domain process. At GH1, I manage over 20 support technicians.

PERSONAL

Birth Date: 14 August 1960

Height: 6'0" Weight 220 Lbs.

Marital Status: Married, two children

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

Security Clearance: **Secret** (2003)

Travel: Willing to travel.

Available: After two weeks notice

EXCELLENT PERSONAL AND PROFESSIONAL REFERENCES AVAILABLE UPON REQUEST