

**Kevin D.**

**SUMMARY**

More than 20 years’ experience in desktop/product/customer/technical support, system and
network administration, product development, commercialization, testing, training, and
documentation. Extensive phone and onsite troubleshooting of hardware software and networks for small to large 24/7 mission critical customers.

* Excellent interpersonal, mentoring and technical communication skills.
* Well-regarded by customers, field support personnel, and vendors for my cooperative, conscientious, hardworking attitude in managing issues in the field.
* Strong technical account management skills.
* Effective in creating, implementing and following up on successful resolution plans with a minimal of supervision.
* Knowledgeable and well-versed with all hardware and software applications.
* Product Development experience which included newly introduced products and major Upgrades. Alpha & Beta testing working directly with the Product marketing & development with small to large mission critical customers.
* Well-regarded for ability to understand, isolate, and solve problems that lie with the diverse areas of networking, applications, and systems that are often complicated by the nature of a customer's workflow and network environment.
* Experienced and passionate in technical training, technical communication and technical sales marketing support.
* Commended for ability to communicate complex ideas clearly and methodically, questions with ease and always providing examples.

**PROFESSIONAL EXPERIENCE**

**First Consulting, Inc. 02/16 – Present**

*Technical Support Engineer*

*Client: Xerox Corporation, USDA Support Team 6/17 - Present*

* Provided Nuance Equitrac support for US Department of Agriculture Enterprise fleet of Xerox Printers, duties included Network Troubleshooting, Xerox Printer Configuration, S/W upgrade/Loading, and Level-2 questions that included H/W, S/W. Customer base included Special IT Project Leads, IT Site POC, Site POC, USDA install team.

*Client: Xerox Corporation, Solutions Enablement Team 2/16 - 6/17*

* Provide technical support for ECM and Secure Print solutions from Nuance, Cirrato, Kofax, and Hyland OnBase, to a broad range of customers of all skill levels. Focused on keeping customer running, activities troubleshooting and configuration Windows OS/IIS, SQL Server.
* Completed Hyland OnBase Training- Introduction to Installation 7/16
* Completed Hyland OnBase Training- Supporting OnBase 10/16

**Calero Software 06/13 – 02/16**

*Technical Support Specialist*

* Provided technical support for Call / Wireless Call Accounting Software, worked with customers,

vendors, and sales.

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* Focused on keeping customers running and reporting call data, activities
included troubleshooting / configuration of Windows OS / IIS, SQL Server, voice, data networks, and PBX configurations.
* Assisted software engineering with troubleshooting and software bug investigation, software enhancement and training customers in various features and functions.

**Oak Hill Country Club, 2013 PGA Championship**

*Technical Volunteer*

**Harris Corporation – RF Communications Division 11/11 – 05/13**

*IT Systems – Desktop Support (Contractor Yoh)*

* Provided desktop support both hardware and software support engineers with widely diverse requirements and applications.
* Focused on making and keeping customers base productive.
* Activities included troubleshooting of PC hardware and software, networks, PC swapping of hardware, AD issues, licensed applications, data transfer/backup.

**Excellus BCBS 01/10 - 04/11**

*Publishing Systems Engineer, Corporate Publishing*

* Worked with marketing and legal departments to produce, edit and maintain contracts and data for print and mail.
* Developed Unix Scripts (Bash & Korn) to support variable data printing

**Eastman Kodak Company 1997 – 07/09**

*System Specialist, Graphic Systems Division 2003 – July 2009*

* 3rd level support of 800+ customers and engineers
* Setup, administered and maintained a 50+ workstation and server testbed of industry standard prepress workflows used for development, customer demonstration, application training, and application and hardware support of the Kodak approval, Match Print Ink Jet, and INSITE Proofing systems.

*Application Engineer, Graphics Engineering Center 1997-February 2003*

* Led and participated in the commercialization of application development and support of interface solutions to Kodak Prinergy, Kodak Brisque, EskoArtwork FlexRip, EskoArtwork Nexus and Odystar, Rampage Systems, Heidelburg Delta, Dainippon Screen TrueFlow, Agfa Apogee which contributed to the sale of over 800+ Kodak Approval.
* Designed, developed and delivered training, documentation, troubleshooting and integration procedures which resulted in higher sales, quicker installation, and higher product acceptance.

**Scitex America Corp, Bedford, MA 1995 – 02/97**

*Product Support Manager*

* Advanced Technical Support Group (Workstations and Servers).
* Technical lead of all field support issues both onsite and remote, of hardware, communication and networking issues for the Scitex Whisper, PS/2, Brisque workstations and Ripro IBM RS6000/ AIX Server products and their associated peripherals.

*Hardware Technical Instructor*

* Developed and conducted hardware, application, service training and advanced seminars that covered support, repair and troubleshooting of workstations, servers, networking and scanners.
* Participants included support personnel and customers. Topics included setup, integration and troubleshooting.

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*Remanufacturing Engineer and Internal Support Engineer*

* Responsible for the remanufacture and integration of systems, plotters and scanners returned from the field.
* Support of National Training /Demo Center, R & D Department and setup and integration of major trade shows.

*Field Service Engineer*

* Manage and support of large 24/7 mission critical customers involved in all aspects of the printing industry, duties including training, troubleshooting of the hardware and software.

**Lanpar Technology**

*Technical Group Leader*

* Successfully set-up and managed operations of a service and distribution warehouse

**TECHNICAL EXPERIENCE**

* Operating Systems: Windows XP-Windows 10, Windows Servers 2003/2008/2012 R2, Mac OSX/Mac Server 5.0, iOS11, Unix (AIX, Solaris, Red Hat)
* Hardware: IBM RS6000, Dell (Workstations/Laptops), Macintosh (Workstations/Laptops), Sun Workstations, MFPs and Printers, Raid Array, NAS, Cisco Switches, Routers and Wireless Access points (Netopia, Linksys, and Airport Extreme), iOS (hardware)
* Networking Protocols and Hardware: Switching and Routing, TCP/IP, Ethernet, LAN/WAN (T1, Fiber-channel, FDDI), FTP/SFTP, VPN, SSH, Telnet, WINS, DHCP, DNS, Active Directory, LDAP, Kerberos, SMB, Samba, AFP, NFS, Novell, Helios Ethershare, Helios PCShare, Xinet Full Press
* Programming Languages and Applications: Script (Bash, tcsh, DOS, Apple script), Visual Basic, HTML 4/5, CSS2/3, Javascript, MAMP, PHP, MySQL, vi, Apple Remote Desktop, Ghost, WebEx, Citrix, Parallels, VMWare, Postscript/PDF, QuarkXPress, Adobe Creative Suite, Visio, Microsoft Office Suite

**EDUCATION & TRAINING**

**Rochester Institute of Technology**

MS Information Technology (Networking and Web/Multimedia) (46 of 48 credit hours)

**Northeastern University**

BS Electrical Engineering Technology

**Monroe Community College**

AAS Electrical Engineering/Industrial Instrumentation Technology

***Additional Training***

Cisco Certified Network Associate (CCNA) Training

Hyland OnBase (Intro to Installation and Supporting OnBase)