

Russell D. Chance

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Skills

- Administration and Management
- Critical Thinking
- Judgment and Decision Making
- Systems Analysis
- Telecommunications
- Systems Evaluation
- Operations Analysis
- Technology Design
- Troubleshooting
- Equipment Selection
- Report Development in MS Access, Crystal Reports, and MS SSRS minimally

Experience

IT Support Specialist

July 2016 to Current

Digital Office Equipment Company

Statesboro, GA

- DOE is a managed service provider where I performed a variety of duties supporting the business offices and external customers.
- Supported approximately 54 computers and laptops for the organization at 2 sites. Upgraded all to Windows 10 Pro and standardized computer names, administrative accounts, and passwords.
- Monitored and supported 15 sites consisting of 122 desktops and 12 servers using a MSP system by Continuum. This ranged from simple remote support issues to completely reimaging servers due to ransomware and virus attacks plus resolving phishing attacks and notifying the hosting company and CERT.
- Purchased, configured, and installed computer systems for multiple clients including 3 pharmacy projects.
- Purchased, configured, and installed 2 IP camera systems for security at client sites.
- Managed add/changes and troubleshooting for 5 Allworx IP telephone systems for clients in addition to DOE's system. The majority of this was handled via remote sessions.
- Performed site assessments for replacing telephone and computer systems.
- Refurbished client's old computers so they could be donated for tax credits.

Installation Technician

January 2016 to May 2016

The Sedona Group

Moline, IL

- Upgraded UPS's, desktop systems, and monitors at State Farm Insurance agencies in an area covering Macon to Augusta to Savannah. IBM was managing this project. This was a contract to upgrade 77 sites and completed in May 2016.

Computer Systems Administrator

May 2014 to August 2015

Milliken & Company

Sylvania, GA

- Administered a Microsoft SQL Server 2008 system. Established backup schedules and monitored daily. Monitored performance and improved when possible.
- Participated in the upgrade analysis of our network infrastructure then monitored the day to day operations of the contractors to insure timely installation.
- Determined additional network requirements beyond overall upgrade, obtained pricing then financial approval to proceed. This included two office remodels, four new conference rooms, plus additional plant floor locations that had to be coordinated with the overall network upgrade while maintaining schedule. Conference rooms included ceiling mounted projector systems with under table connections.
- Assisted in the data conversion from our current business system to SAP by providing detailed knowledge of current business database.

- Participated in various design sessions to migrate from current business application to SAP.
- Purchased computer equipment and supplies through the SAP business system. Trained others in the use of the SAP ad-hoc purchasing module.
- Back up or modify applications and related data to provide for disaster recovery.
- Assisted in the design and effort in migrating from a digital/analog telephone switch to the Shoretel VOIP system for approximately 100 users at 2 sites. Included upgrading network switches to POE capable units to support the Shoretel telephones.
- In August 2015 the company restructured their jobs and eliminated the position I held as all IT management is done at the corporate level.

IT Manager

January 2002 to May 2014

King America Finishing, Inc.

Sylvania, GA

- Implemented and administered internet/intranet infrastructure, including components such as business application server, file and print services, file structure and use, database, and mail servers. Servers consisted of Microsoft Windows Server, Microsoft SQL Server, and Microsoft Exchange Server using Microsoft Windows Active Directory for user administration.
- Collaborated with external development teams to discuss, analyze, or resolve usability issues.
- Tested backup or recovery plans regularly and resolved any problems.
- Implemented application and server updates, upgrades, and patches in a timely manner to limit loss of service.
- Identified or documented backup or recovery plans, put those plans in place, then monitored.
- Documented application installation or configuration procedures to allow maintenance and repetition.
- Tested issues such as system integration, performance, and system security on a regular schedule or after any major application modifications.
- Provided training or technical assistance in business application use for new employees or new application functions. Established wireless network for data collection and inventory location maintenance using PC's, barcode printers and wireless handhelds for scanning at 2 sites.
- Provided hardware and software support for 100+ users at 2 sites.
- Managed telephone adds, changes, and troubleshooting using a NEC Neax 2400 digital/analog system.

Site Manager

May 2001 to January 2002

Self-Employed

Statesboro, GA

- King Finishing Company went bankrupt in May 2001 but had been in negotiations for a buyout. I was retained by the Trustee to maintain the computer systems and backups and act as site manager. Approximately 10 people were retained to support the plant.
- Produced several reports showing the resources already used in partial processing of customer product to facilitate financial recovery of those resources.
- Monitored expenditures, submitted invoices for payment, timesheets, and submitted weekly expense reports to the Trustee.

Education

May 1984 Swainsboro Technical Institute
Swainsboro, GA

Certificate in Programming
COBOL Programming

September 1976 Swainsboro Technical Institute
Swainsboro, GA

Associate of Science
Accounting

May 1975 Jenkins County High School
Millen, GA

High School Diploma
Advanced Study