

*30+ years PC hardware, software, diagnostic, instruction,
& end-user relationship experience*

EMPLOYMENT OBJECTIVE

Computer related employment – full time or part-time, shifts or weekends, installation, support, instruction, problem-solving, repair – Helpdesk, Service Desk, Technical Support.

QUALIFICATIONS & BACKGROUND/SKILLS

Extensive personal computer hardware/software installation, diagnostic, instruction & support skills

Experience setting up & supporting mobile smart phones & tablets

Ability to work unsupervised until job gets done, or in teams as needed

Running my own business for 18 years, I have solved hardware, software, network & other computer & user related problems daily

Ability to think beyond current situation to find a long-term solution instead of a quick fix

Interest in learning new products & skills; able to self-study if needed

EXPERTISE WITH PC OPERATING SYSTEMS from DOS through Microsoft Windows 8 -

can install, troubleshoot, customize, optimize, & provide instruction

APPLICATION PROGRAM INSTALLATION, PROBLEM SOLVING, INTEGRATION,

DATA CONVERSION, & INSTRUCTION - Microsoft Office Products, WordPerfect,

Filemaker, Paradox, dBase III, Q&A Dos, & others including industry specific solutions

PERFORMED VIRUS/SPYWARE DETECTION & ERADICATION -

insuring proper settings for automatic detection & automatic software updating

PLANNED, SETUP, & MAINTAINED NETWORK HARDWARE & SOFTWARE for numerous office &

home networks - peer-to-peer & server-based networks; Ethernet – cabled & wireless;

shared printers & internet; centralized data & backup

ASSISTED BUSINESSES - hardware, software & peripheral purchase specs. & bid evaluations

EXPERIENCED IN NUMEROUS BRANDS OF PC HARDWARE - setup, troubleshooting,

component upgrading - harddrive replacement & transfers, upgrades - memory, video,

network, tape drive, etc., logic/motherboard replacement

EXPERIENCED WITH INSTALLING & UPGRADING – pc's, printers, peripherals, & accessories

FAMILIAR WITH DIAGNOSTIC PROCEDURES FOR HARDWARE & SOFTWARE -

computers, networks, tape backup, printers, & modems; operating systems & applications

OTHER PRODUCTS & TECHNOLOGY EXPERIENCE:

DiskPart, Clonezilla, Acrobat Standard/Professional, Landesk/Lansweeper, Microsoft SCCM, ServiceNow, computer brands(Dell, HP, Lenovo, Acer, ASUS, others), Teamviewer & other remote support, RDP client setup & remote, Harddisk cleaning & destruction

EMPLOYMENT

IT CONTRACTOR – SERVICE DESK POSITIONS, February 2015 – April 2015.

Positions involved computer imaging & customization, inventory updating, active directory & DHCP updating & information gathering, computer equipment disposal procedures, application installation & customization
Experis IT, 1161 W. River St, Suite 200, Boise, ID 83702.

Bruce Copner, Business Development Manager, (208) 342-6878, bruce.copner@experis.com

COMPUTER CONSULTANT– RAY BOWYER, COMPUTER CONSULTANT

February 2013 – present, Meridian, ID

Position involved on-site, telephone & remote hardware & software support for small businesses, home offices, & home computer users.

PC SUPPORT SPECIALIST– LEAD TELECOM SUPPORT, March 2007– Jan. 2013.

Position involved on-site, telephone & remote software support for 80 users & required expertise on computer hardware/software, telephone service & phoneset support, smart-phone & tablet setup & support, audio/video conferencing & presentation equipment setup & support – including ISDN & IP video, courtroom technology support & instruction, computer imaging & rollout, printer/copier/fax support & repair coordination, lead HelpDesk position for both internal & external users, involved in equipment inventory, coordination with IT & other staff in 3 divisional offices

U.S. Courts, James A. McClure Federal Building & Courthouse,
550 W. Fort, 4th Floor, Boise, ID 83724.

Doug Ward, Supervisor, (208) 334-9097, douglas_ward@id.uscourts.gov

TECHNICAL SUPPORT POSITION - HARDWARE/SOFTWARE & ACCESSORIES,

April, 2003 – March 2007.

Position involved on-site & telephone support for 60 offices & required expertise on computer hardware/software; assisted in purchasing hardware/software; facilitated computer maintenance & repair; provided software training; networking, internet & dial-up communications. Also required were excellent people skills; good written & verbal communication skills; ability to work effectively with individuals of varied backgrounds, education & experience.

Off-Campus Ag-Computing, College of Agriculture, University of Idaho,
Caldwell Research & Extension Center, 1904 E. Chicago, Suite A, Caldwell, ID 83605.
Anna Davis, Supervisor, (208) 459-1688, adavis114@safelink.net

SOFTWARE & HARDWARE PRODUCT TESTER, Feb., 2003 - Mar., 2003.

Temporary full-time flex-force

VeriTest, 12585 W Explorer Dr., Boise, ID 83713, (208) 321-0098 www.veritest.com

PC CONSULTANT, 1986 - 2003. Self-employed - full-time.

Position involved on-site & telephone hardware & software support for small businesses, home offices, & home computer users.

Innovative Micro Assistance, Boise, Idaho

SALES, SERVICE, SUPPORT, PROGRAMMING, 1979 – 1986, Idaho Falls, Twin Falls, Boise.

Computer related employment - computer retail stores & part-time work during college including computer lab work

Ray Bowyer
(208) 631-7527

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EDUCATION

B.S. COMPUTER SCIENCE, 1983, University of Idaho, Moscow, Idaho

HIGH SCHOOL DIPLOMA, 1978, Skyline High School, Idaho Falls, Idaho

One of only two Idaho school districts with computer programs at the time

References & Letters of Reference available.