

## Willey E. Shok Jr.

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### Position Desired

To work for a company where I am wanted, needed and desired, working within a company where I make a difference in people's lives with abundance. I desire a position in a company that will allow me to contribute and to grow and develop myself as a key player within the team I am working with.

### Professional Profile

I am a person of many hats. I work ideally within a team of co-workers who have a healthy sense of humor, great work ethic and enjoy the work they perform. I wish to contribute to a team of players in a company, which I can create a career out of a job. My focus is stability and contribution to the company in which I am employed.

### Professional Experience

4/05 – to date

#### Manpower Technical Staffing – Consultant

##### Xerox – Field Service Technician for the Louisville, KY area

- Support and repair of Xerox equipment for Xerox customers.
- Repairing Xerox low-end to mid-range Xerographic equipment
- Maintain perfect driving record.

10/03 – 3/05

#### NCR National Cash Register – Retail Division

##### Field Service Technician within the Louisville, KY and Southern Indiana area

- Install, support, and repair of Point of Sale cash register systems and accessories for NCR Customers: Wal-mart, Sam's Club, Meijer, Lowe's, Sterling/Leroy's Jewelers, Olive Garden, Express and Limited stores.
- Support and repair to include: Hardware diagnosis, troubleshooting, break-fix and repair. Some software diagnosis may be required to accurately troubleshoot "problem" POS terminals.
- Time Management – Management of accurate reporting of first-visit resolution, maintenance and service level agreements. Use of cell phone and wireless device to report accurate information to dispatch system.
- Parts Management – Management of parts located in van and parts storage unit to accurately report personal parts inventory and manifest. Maintained surplus inventory amounts below 2% of total manifest.
- Vehicle Management – Maintained perfect driving record with work provided vehicle. No tickets, accidents or violations. Maintained accurate audit reports for mileage accrued on company vehicle. Utilized established maintenance and repair program on vehicle.
- Hardware supported: NCR Gift Kiosk, NCR Scanner/Scales, NCR POS Printers, NCR POS Systems, NCR Kitchen Display Systems, NCR Self-Checkout Systems.
- Dell; Server, Desktop and Laptop systems supported and repaired. DCSE Server 5.0 Certification acquired.
- Lexmark Laser Printer; series supported and repaired, accurate network troubleshooting provided.
- Kronos Time Clock systems supported and repaired.

8/02 – 9/03

#### SCB Computer Technologies – Consultant

##### Kentucky Department of Education – Office of Educational Technology – Help Desk Analyst

- Support for Kentucky School computers, systems, network and communications and collaboration of Technical Points of Contact for over 176 school districts, 1,271 schools, 4,288 servers, and more than 181,000 workstations, software applications, and network related IT technologies within Kentucky.
- Supporting NT 4.0 servers and workstations, Windows 2000 servers and workstations, Windows 98, NT, 2000 and XP workstations. Also some Macintosh OS experience.
- Support of Microsoft Exchange with support of Outlook and Outlook Web mail clients. IIS, MS Proxy support and configuration. Use of Remedy for ticketing system, monitoring and case resolution.
- Responsible for changing and resetting passwords for users within the Kentucky Department of Education.
- Responsible for quality assurance, follow-up phone calls within the Kentucky Department of Education and maintaining the integrity of the quality of troubleshooting by Helpdesk analysts.

2/99 – 11/01

#### J.J.B. Hilliard, W.L. Lyons, Inc. – Systems Support Specialist

##### Corporate Home Office – Information Systems – Louisville, KY

- Software maintenance, internal services and support for approximately 1600 employees and 1600 computers (workstations and servers) on WAN and LAN. AS400 and SNA support, terminal emulator support. End-user technical support for Netscape, Internet Explorer and Microsoft Office Suite. Support for laser, desk jet and dot matrix printers on network; assistance and support on NT network for workstation and server; use of System Management Server (SMS) to support users. VPN support to end-users.
- Providing training and assistance with combination of SMS, training materials and phone support to end-users.
- Use of Adobe products to publish and distribute e-Learning, documentation and training materials to end-users.

### Education Louisville Technical Institute – Louisville, KY

- **Associates Degree of Applied Sciences in Computer Engineering Technology.** Magna Cum Laude; 9/99
- **Associates Degree of Applied Sciences in Mechanical Engineering Technology.** Magna Cum Laude; 12/99

### Continuing education and training

**New Horizons – 2154** – Implementing and Administering Microsoft Windows 2000 (Active) Directory Services – 1/03

**ATA – 2151** – Microsoft Windows 2000 Network and Operating System Essentials – 7/02

**ATA – 2126** – Managing a Microsoft Windows 2000 Network Environment – 6/02

**Landmark Education:** Course Supervisor program: 4/02 – 4/04; Seminar Series attendee and Production Supervisor 2/00 – to date;

Introduction Leadership Program – ILP: 3/01 – 10/01 and 9/02 – 3/03; Landmark Advanced Course 1/01; Landmark Forum 1/99

**A+ Certification training** – DOS and Windows 3.1 Modules (7/98)

### Certifications and achievements

- Certified Electronics Technician (CET) Journeyman in Computer Electronics
- DCSE - Dell Certified Systems Expert – Associate Server Certification v5.0
- Microsoft Word 2000 Core Exam Certificate; Microsoft PowerPoint 97 Expert Certificate; Microsoft Excel 97 Proficiency Certificate; Microsoft Word 97 Expert Certificate – Microsoft Office User Specialist.
- Dynamic Learning Systems Hardware Certificate of Achievement; CompTIA A+ Certification – DOS and Windows 3.1 Modules.
- Dean's List, Louisville Technical Institute 6/97 – 12/99