

SHAWN HOLTOM

900 Little Back River Road #M3 Hampton VA, 23669
nvg_sysop@hotmail.com 757- 537- 5785

Professional computer technician with over thirteen years of repair and support experience and eight years of website development experience.

COMPUTER SKILLS

Software

- ◆ Intuitive website development with all coding able to be done using Windows notepad.
- ◆ Programming languages include HTML, XHTML, ASP, PHP, CSS, JAVA, MS SQL and Flash.
- ◆ Efficient with FTP, VNC, RDP, Open Office and MS Access DB connectivity to a website.
- ◆ Experienced with streaming audio, Shoutcast and streaming video.
- ◆ Graphic design, desktop publishing, magazine production, multimedia presentations.
- ◆ Fluent with all versions of Microsoft Windows, MSDOS and Ubuntu Linux.

Hardware

- ◆ Can build, setup and troubleshoot hardware and software problems.
- ◆ Skilled with laptop repair to component level, such as DC Jack and SMT part replacement.
- ◆ Maintain proper computer and network operation in a Windows network environment.
- ◆ Wired and wireless network setup, troubleshooting, security and basic administration.
- ◆ Familiar with a FAX, printer, scanner and digital camera product support environment.

TECHNICAL SKILLS

- ◆ Mechanically and electronically inclined.
- ◆ Background in logical problem solving techniques, intuitive and very detail orientated.
- ◆ Excellent oral and written computer communication skills, in person and over the phone.
- ◆ Experience with electronic and mechanical equipment maintenance and repair.
- ◆ Architectural and mechanical drafting experience able to read and understand blueprints.
- ◆ Excellent Soldering and desoldering skills, able to interpret circuit schematic.
- ◆ Knowledge of theater and concert hall lighting and sound equipment.
- ◆ FCC Certified - General Radiotelephone Operators License as of 7/96

EDUCATION

Associate of Occupational Science Degree in Electronics Engineering Technology.
ITT Technical Institute. Norfolk VA -- September 1996

PROFESSIONAL EXPERIENCE

Manager & Sales Representative
Patriot Computers, Inc.

October 2006 – November 2008
Newport News, Va

- ◆ Responsible for daily shop operation including customer service and sales of laptop and desktop computers. Responsible for computer repairs. Created and maintained company website.

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Computer Technician & Sales

InterLink Computers, Inc.

November 2003 – April 2006

Hampton, Va

- ◆ In charge of customer computer repairs and upgrades. Built, repaired and tested computer systems. Computer part sales and customer service.

Office Manager

Fantasy, Inc.

January 2003 – December 2003

Newport News, Va

- ◆ Responsible for accounts receivable, prepared payroll, daily office work.
- ◆ Created and maintained the company website. Also served as network Administrator.

Computer Technician & Sales

Comp-U Link Computers, Inc.

June 1999 – June 2000

Chesapeake, Va

- ◆ Built, upgraded and repaired customer computers. Hardware & software troubleshooting.
- ◆ Retail sale of computers and parts.

Technical Advisor & Network Administrator

Maximilian Press Publishers

March 1997 – February 2001

Chesapeake, Va

- ◆ Installed new computers and maintained network and proper computer operation.

Technical Advisor & Website Administrator

Association of Management (AoM/IAoM)

June 1997 – March 2001

Chesapeake, Va

- ◆ Developed the AoM/IAoM website, maintain it by working directly and thru Email with the CEO of the Association of Management. Also served as the AoM/IAoM technical advisor.

Product Support Representative

Canon Computer Systems, Inc.

August 1996 – October 1998

Chesapeake, Va

- ◆ First level product support via telephone for Canon printers, scanners, digital cameras and FAX machines. Many extra activities.

Website development and administrator

Camp Zama Records

April 2001 – June 2008

Norfolk, Va

- ◆ Created and maintained the company MS SQL database driven website.

ADDITIONAL EXPERIENCE

- ◆ **Project Manager**, Premier Audio Video Design, LLC., Williamsburg, Va, 4/06 - 10/06
- ◆ **Operations Manager**, Premier Audio Video Design, LLC., Williamsburg, Va, 4/06 - 8/06
- ◆ **Lead Field Service Technician**, Jusino Data Com., Inc., Williamsburg, Va, 6/05 - 10/05
- ◆ **Stagehand**, nTelos Pavilion, Portsmouth, Va, the Norva, Norfolk, Va, 5/01 - 6/04
- ◆ **Graphics Editor & Sales**, Camp Zama Records / Vier Magazine, Norfolk, Va, 4/01 - 11/02
- ◆ **Graphic Artist**, Maximilian Press Publishers, Chesapeake, Va, 3/97 – 2/01
- ◆ **Maintenance Technician**, ITT Technical Institute, Norfolk, Va, 10/95 – 3/96
- ◆ **Lab Assistant**, ITT Technical Institute, Norfolk, Va, 9/95 – 7/96

REFERENCES

References furnished upon request.