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James P. Hand

IT professional seeks employment which fully utilizes current skills in addition to acquiring further knowledge.

TITLES AND TOOLS:

Web Developer

- ▣ CSS
- ▣ DHTML
- ▣ DreamWeaver
- ▣ Flash
- ▣ JavaScript
- ▣ PhotoShop
- ▣ SEO

Help Desk Technician

- ▣ Connectivity Software
- ▣ Networking
- ▣ TCP/IP
- ▣ MS Outlook

Software Developer

- ▣ ASP
- ▣ CSS
- ▣ HTML
- ▣ MS Access
- ▣ MS Windows

Network Engineer

- ▣ Backup Software
- ▣ FTP
- ▣ MS IIS
- ▣ MS Windows NT
- ▣ MS SQL Server

Support Technician

- ▣ CloseUp
- ▣ Commute
- ▣ MS DOS
- ▣ WinRunner
- ▣ NetOp
- ▣ MS Windows NT RAS

EXPERIENCE:

jameshandus.com: May 1999 - Present

Established and maintained a home-based web design company in Pompano Beach, Florida. Responsibilities included: marketing, designing, developing, and maintaining websites for a variety of customers. Developed over 50 websites during this time period. This endeavor requires an advanced knowledge of web coding techniques in addition to creativity with graphic programs. Specializing in CSS development and implementation as well as advanced Search Engine Optimization techniques to maximize traffic to each site.

The Answer Group: 2004

Support Technician for a BellSouth contractor located in Tamarac, Florida. Provided phone support/troubleshooting for BellSouth Fast Access internet service. Clients included residential and commercial customers, as well as field installers. Interfaced directly with customers: resolving issues, dispatching repair trucks and technicians, and adjusting bills.

VisionAIR (Formerly Vision Software): Mar 1998 - Aug 2001

Employed by a company in Castle Hayne, North Carolina that develops software exclusively for law enforcement. Position responsibilities included the design, development, and support of client and company web-based applications. Assisted in the design of the first web-based interface to the National Crime Information Center. Developed several law enforcement websites.

Installed, upgraded, and maintained the company's internet, intranet, and extranet hardware and software. Ensured connectivity for all local and remote users of the company's networks and servers. Set up user accounts and controlled access to sensitive and confidential data. Installed, maintained, and upgraded computer hardware on a daily basis. Assisted in the development of internal software applications. Performed data backups and recovery.

Provided advanced support for all of the company's software products. Clients included Law Enforcement, Emergency Medical, and Fire Departments. Company software included: Computer Aided Dispatch, Records Management, Jail, Warrants, EMS, Fire, etc. Troubleshooting consisted of phone assistance, remote connectivity, and on-site visits. Repaired damaged and corrupt databases containing real-time criminal data. Also responsible for assisting in Software Quality Assurance, installations, and testing. Created the company's first support help file database.

Computer Barn of Wilmington LLC: 1997

Salesman/Computer Technician

- ▣ Novell Netware
- ▣ MS Windows

Responsible for inside and outside sales of all computer hardware and software. Products included home and business PCs, file servers, laptops, networking hardware and software, and all peripherals. Performed repairs, upgrades, and installations.

EG&G Washington Analytical Services Center Inc.: 1987- 1991

Engineer

Employed by a military contractor located in Manassas, Virginia. Was responsible for Integrated Logistic Support of submarine sonar Simulation/Stimulation trainers. Worked directly with the Naval Sea Systems Command. Primary responsibilities included creating documentation to support training device concepts, requirements, proposals, design, training scenarios, and life-cycle support plans. Generated graphics to support all documentation, including diagrams, flow charts, blueprints, and schematics. Assisted in on-site (nation-wide) software/hardware installations, testing, and certification of training devices and systems. Received a **Letter of Appreciation** for superior performance.

Naval Guided Missiles School Detachment: 1984 - 1987

Master Training Specialist

Curriculum and Instructional Standards Specialist

Navy Instructor

Worked directly for the Chief of Naval Technical Training at the Naval Guided Missiles School. Responsibilities included monitoring, evaluating, and counseling of all the Training Center instructors (officers and enlisted). Rewrote a number of courses based on military specifications and new technology. Assisted in the establishment of the command's first Curriculum and Instructional Standards Office. Developed new testing procedures, generated test question databases, and continually evaluated the effectiveness of all testing programs. Was awarded the **Navy Master Training Specialist** (Chief of Naval Technical Training) designation. Received the **Navy Commendation Medal** (Secretary of the Navy) for major contributions to overall submarine fleet readiness.

EDUCATION:

School:

Coursework:

Baker College of Owosso- 95
Owosso, Michigan

Accounting, Business Management, Database Construction (dbase5), Spreadsheets (Lotus1-2-3), Word Processing (WordPerfect)

Michigan State University- 92
Lansing, Michigan

Social Sciences, Economics

Tidewater Community College- 87
Virginia Beach, Virginia

Earned an AAS degree in Electronics Technology. Studied Microprocessors, Robotics, Fiber Optics, Digital Electronics, Physics, Calculus, etc.

Navy Schools

Electricity and Electronics, Instructor Training, Submarine School, Curriculum Development, Leadership Management Education Training