

Roger Davies

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Objective Computer support technician or help desk position within Southern Alberta region.

Related Experience

11 years: 1993–2004 Soft Serve Direct Inc Magrath, AB

Computer Consulting, Sales, and Service

- Custom web site design and Javascript /CGI programming (e.g. see ssdirect.com, magrath.ca, magrath-ab.net websites).
- Configure and maintain stand alone web and file servers (e.g. Holland Insurance, my own company Soft Serve Direct).
- Onsite system repairs and troubleshooting various on-going clients (over ten years servicing computers on site and at main work shop across Southern Alberta from Mountain View to Raymond and beyond).
- Program installations, user training and consulting.
- Ongoing consulting on Windows and Linux networks.
- Broad experience on diverse platforms from Linux to Windows.

10 years: 1983–1993 Alberta Treasury Edmonton, AB

Computer Systems Analyst

- Address user requests for maintenance and development programming.
- Program, test and debug changes to critical financial tracking programs.
- Create user documentation and training materials and custom reporting as required.

Education

4 years: 1979–1983 University of Alberta Edmonton, AB

- Bachelor of Commerce
- Major in Management Science and Computer Studies.

Expertise

- *Website Design:* Broad experience creating and maintaining commercial and service websites. Maintain customized Redhat Linux webserver for local websites.
- *PC Repairs and Consulting:* Years experience on IBM compatible computer system troubleshooting and repairs. Provide on-site one-on-one user training for commercial software and Windows operating systems.
- *Documentation Skills:* Well developed verbal and written communication skills in request management problem description, analysis, proposal submission and implementation plans from both management and user perspective within

a large IT environment. *Report Production:* Years experience generating summary reports and custom documents to user specifications. Used COBOL and FOCUS 3GL to access, summarize and format data from mainframe databases.

- *Leadership:* Work equally well in systems group in both leadership and support roles, as well as on own with little or no supervision.
- *Training:* Broad experience troubleshooting and resolving computer hardware and software problems on a variety of platforms while successfully working with the public.
- *Hardware:* IBM PC Compatible Computer Installation, Repair and Maintenance, both new and used: systems. Component installation, including network cards and cabling, modems, memory and motherboards, hard drives
- *Software:* Operating Systems: Windows XP/98/95,3.x, MS DOS, Networking, Linux, Novell Netware Programming Languages: COBOL, QBASIC, SQL, Javascript, Perl Suites: MS Office, Corel WordPerfect, Open Office (free open source) Word Processing: MS Word/Works, WordPerfect, Accounting: Quickbooks, ACCPAC Plus, Vigilant (network), Quicken, Simply Accounting, M.Y.O.B. Spreadsheet: Lotus 123 and compatible, QuattroPro, Excel Database: mySQL, php, Internet: Internet Explorer, Mozilla, Netscape, Frontpage HTML Web Page Creation.

Skills	Skill Name	Skill Level	Last Used	Experience
	HTML Web Design	Expert	Currently used	10 years
	Javascript	Intermediate	Currently used	7 years
	Perl CGI	Intermediate	Currently used	5 years
	PC Hardware Repair	Expert	Currently used	11 years
	PC Hardware Config	Expert	Currently used	11 years
	PC Software Config	Expert	Currently used	11 years
	PC Networking/Cabling	Expert	Currently used	8 years

References Available on Request

Personal Birth date: Oct 22. Married. Five lovely daughters. Excellent health. Avid reader. Expert computer consultant with valuable experience in both legacy and newer technology platforms.