

Jeffery L. Smith

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Career Summary

A creative, motivated, highly skilled IT professional with significant expertise in multiple aspects of computer technology and a strong commitment to outstanding customer service. Eighteen years IT related experience. Accelerated ability to learn and adapt to new responsibilities. Excellent communication and writing skills.

Education

- Master CIW Designer, August 2006
- Microsoft Certified Database Administrator, June 2005
- Microsoft Certified Systems Engineer, June 2005
- Microsoft Certified Systems Administrator, Dec. 2004
- CompTIA A+ Certified PC Technician, February 2003
- Intro & Advanced Macromedia Flash Training, 2001
- Certified Internet Webmaster, September 1997
- Associates of Science Degree in Business - May 1980

Computer Skills

Networking: Strong knowledge of Windows Network Operating Systems (MCSA, MCSE, & MCDBA), VoIP training and experience (Cisco Call Manager), also familiar with Linux, Mac OS X 10.5 and working knowledge of Cisco router and switch configuration, exposure and basic knowledge of Novell Network Operating Systems

Internet: Master Certified Internet Webmaster Designer – documented proficiency in Internet development strategies, extensive experience in multiple internet design and development technologies

Hardware: A+ Certified PC Technician – certified competency in computer hardware and operating system technologies

Software expertise includes, but is not limited to:

- Adobe Dreamweaver CS3
- Web-Based Application Development
- ASP, ASP.NET, CSS & HTML
- Adobe Photoshop
- Adobe Premiere
- Adobe Encore
- Microsoft SQL Server
- Microsoft Access
- Microsoft PowerPoint

Professional Experience

Network Support Specialist, Rochelle Municipal Utilities, Rochelle, IL (May 2007 – Present)

- Design, development, & support of multiple city web sites and web applications
- Installs, maintains, troubleshoots and repairs computer hardware, software, Cisco Call Manager VoIP telephony and networking equipment for both internal and external customers
- Continuing administration and maintenance of nine Microsoft Windows 2000 and 2003 Servers performing various web, application, database and telephony services

Webmaster & Marketing Specialist, Rochelle Municipal Utilities, Rochelle, IL (Jan 2004 – May 2007)

- Complete design and development of multiple web sites for internal and external customers
- Developed a web application that imports data from an internal database and allows customers to view their current detailed utility bill with 24 months of historical data presented graphically and pay their bill online
- Designed & developed an internal database driven intranet application that allowed for Help Desk Tracking, Project Management, and easy retrieval of customer data for technical support purposes
- Built a custom web application for Voice Over IP Billing that interfaces with the Cisco Call Manager System
- Initiated and administered a Microsoft Windows 2003 based web server and Microsoft SQL server for hosting client web sites and various data driven applications

Independent Consulting (September 2001 – Present)

- Completed design and development of multiple web sites, including multiple database driven web applications

Internet Consultant – Remington Microshare, Inc., Schaumburg, Illinois (February 2000 – September 2001)

- Completed design and development of multiple web sites
- Developed high profile electronic presentations for clients and marketing purposes
- Edited, proofed, and recreated all internal marketing materials (Internet site, brochures, presentations, etc.)

DEKALB Genetics Corporation, DeKalb, Illinois (July 1990 – December 1999)

- **Multimedia Design Consultant** (1997 – 1999) - Designed and maintained corporate internet presence – dekalb.com
- **Presentation Graphics Manager** (1995 – 1997) - Developed and supported all electronic presentations for CEO and senior level management during a time when electronic presentation was the exception rather than the rule
- **Microcomputer Specialist** (1990 – 1995) Provided installation, support and training for microcomputer hardware, software, and network functions

Military Experience

United States Army Military Police Corps, 501st Military Police Company, Erlangen, West Germany (Dec 80 – Dec 82)

- Performed various Law Enforcement and Security functions – Security Clearance, Secret
- Honorable Discharge, Rank upon discharge - Specialist 4 (E-4)

References Available Upon Request