RESUME' FOR INFORMATION TECHNOLOGY ADMINISTRATOR/ANALYST POSITION

RODERIC NICHOLAS FISHER

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RODERIC NICHOLAS FISHER

OBJECTIVE

My objective is to stay relevant in the industry by securing employment in an environment where I may further my experience and education level in the field of Information Technology, Data Systems and Business Systems Analysis, while being able to help companies and individuals pursue their own individual goals by providing sound solutions to real problems most businesses face on a daily basis that cause stagnation of productivity and dysfunction in the workplace.

EDUCATION

[1997-2001]   E.T.S.U.   Johnson City TN
C++ Programming/Japanese
- Incomplete

[2001-2004]   N.E.S.T.C.C.   Blountville TN
PC Specialist/Networking (AAS II Computer Science)
- Incomplete

[2004]   D & D School of Real Estate   Johnson City TN
Affiliate Broker License

PROFESSIONAL EXPERIENCE

[2015-present]   ETSU Health (M.E.A.C).   **Johnson City, TN**
EHR/Interface Analyst
- Support Providers, residents and medical staff.
- Allscripts and Citrix/Helpdesk support
- Support Connect-R/Elink interfaces for inbound and outbound interfaces

- Build/manage dictionaries, labs and radiology compendium.

[2012-2014]   Deux Ron Inc.   **Gatlinburg, TN**
Computer Analyst/Business Systems Analyst
- Support remote users, hardware, software, servers and surveillance NVRs.
- Install, support and maintenance all hardware, software and related SOP.
- Create I.T. Usage policies and procedures.
- Install configure and support security cameras and NVRs for remote and mobile access.
- Upgrade all network and workstation components to industry standard. Install racks and secure all data and media servers.
- Map all network assets and track productivity.
- Install and program GateMaster POS
- Install and program NCR Aloha Radiant POS
- Develop web sites for Gatlinburg Space Needle, Slice Pizza Bakery, Iris Theater

[2009-2014]   Straub Technologies.   **Piney Flats, TN**
Computer Analyst/Information Systems Specialist
- Build application terminal server
- Upgrade all network and workstation components to industry standard. Install racks and secure all file and application servers
- Regular backups and routine maintenance of server, workstations and Software
- Virus removal and internet security policy

[2012-2014]   Slice Pizza Bakery.   **Gatlinburg, TN**
General Manager/ Technology Specialist
- Doubled sales in 6 months
- Trained new general manager and crew
- Install and program NCR Aloha Radiant POS
- Support remote users, hardware, software, servers and surveillance NVRs.
- Install and support all security cameras with mobile access

[2009-2010]   Advanced BioServices LLC   Johnson City, TN
Information Systems Specialist
- Managed and worked remote helpdesk for 6 locations
- Support remote users, hardware and software.

- Travel for hardware installs and support for 7 locations
- Helped team open new center and complete hardware and software installs for company rollout
- Install, support and maintenance all hardware, software and related SOP
- Create and implement new software and/or hardware structures for handling data more efficiently as needs in the company change

[2009]   Higher Ground Technologies   Johnson City, TN
Network Migration / Rollout

- Assisted in network migration of United Co. in Bristol Va.
- Assisted upgrade of servers and related equipment.
- Support users and remote users after migration and helpdesk support.
- Preformed rollout of network-wide settings and software after migration for S.T.L. Distribution.

[2009]   Gatlinburg Space Needle   Gatlinburg, TN
Web Design

- Customer wanted a Flash web site that gave a classy look and feel to the business' online presence
  http://www.gatlinburgspaceneedle.com

[2007-2009]   Wyndham Vacation Resorts   Johnson City TN
Dialer Technician Supervisor

- Operate and maintain servers/databases for call centers in Johnson City TN, Springfield MO and Hazelton PA.
- Develop, rollout and support dialing scripts and Administrative software.
- Supervise/Train dialer technicians in Johnson City
- Dispatch repair and maintenance/warranty issues with IBM / Lennovo
- Create and maintain dialing campaigns for call center

[2005-2006]   Real Estate Broker   Jonesborough TN
Affiliate Broker

- Commercial and Residential Sales

[2001-present]   PCS Solutions   Johnson City TN
Owner

- Customer Support for small business
- On site repair and maintenance
- Created Remote Help-Desk for local businesses and office users.

- Developed and supported web sites for local businesses.

SUMMARY OF QUALIFICATIONS

- Touchworks Allscripts
- G.E. Connect-R Interface
- C.I.E. (Common Interface Engine) Certificate
- E-Link Interface
- Citrix
- QuickBooks and Quicken
- Teledirect International (Liberations 6000 Platform)
- Microsoft Windows Server 2003
- Microsoft SQL Server 2000 (and 2013 express)
- Microsoft Windows 98SE XP, 7, 8 & 10
- Microsoft Visual Basic.NET
- TDI application Builder
- Customer Service (20 years)
- Server/Workstation/Network Hardware
- Some Java and Jquery
- Can Mod CSS
- Web Design (HTML/some PHP) Dreamweaver, Swishmax etc..
- Sales and Marketing Experience
- Good at crash learning new languages and protocols on the fly Example: Axis' Vapix for completing installs of PTZ HD camera for web users to view and control on web site
- Work very well when part of a team project but can work alone with less inspiration when necessary as this is usually the case being self employed

REFERENCES

Chris Straub: Owner/ Straub Technologies 423-773-4090

Zane Abbey: Data Support/Wyndham Vacation Resorts 407-496-2727

Daniel Swain: Reservations Mngr/Wyndham V/O 423-416-7883

Chris Fortener: Operations Manager/Regions Bank 423-461-8141

Mark Franjione: Owner/Developer/Host Engineering 423-913-2587

Endorsement on next page

<div align="center">**Endorsement**</div>

To Whom it may concern

This letter is to recommend Roderic Fisher for an IT position. Rod has served well under me at Wyndham Vacation Resorts for the last year and a half. He has been responsible for maintaining 250 PCs as well as 7 servers. These responsibilities affect one business which produce over $750,000 dollars in revenue. He is well versed in Microsoft products and he has some minor VB knowledge that allows him to write some of his own programs. Rod has proven himself time and time again and is always willing to put in the extra time to get the job done. He works well in group settings as well as by himself. We are unfortunately closing our doors so we will be sad to lose such a valued employee. If you have any questions please feel free to call me.

Zane M. Abbey
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