

# Edward J. Roberts

6925 Russell, Overland Park, KS 66204  
Home: (913) 362-0995 Cell: (913) 231-7499  
E-mail: Ed @ EdRoberts.TV

## CAREER OBJECTIVE

Seeking an IT position that allows me the opportunity to utilize and further develop my technical resource and social media knowledge and experience within a strong team environment.

## RELEVANT EXPERIENCE

### **Masterpiece Marketing Group, LLC**

Overland Park, KS

September 2006 to April 2009

#### Technical Resources Manager

Maintain all company computer resources including.

- Researched, purchased, and built out network hardware: Dell servers running Windows Server 2000/2003, EMD storage arrays, remote and local backups, router/firewall/VPN, switches, printers, UPS
- Purchased a new T1 line and physically segmented the network apart from adjoining company's network
- Installed VPN between two offices for data and VoIP traffic
- Maintained, coded, and aid in the design of company e-commerce websites and Amazon, E-Bay, and Channel Advisor utilizing Dreamweaver.
- Researched and maintained company web hosting, email solutions, domains
- Ran weekly import of new inventory including error checking, batch Photoshop processes of images, sale and discount scheduling, and marketplace distribution
- Installed and maintained MediaBank digital asset system
- Troubleshoot Windows, network, hardware, web and e-commerce problems as they arose
- Setup and maintained FileMaker Server for local and remote access
- Began implementation of relevant social media marketing, PR strategies, and communications via blogging, Twitter, interest forums and others

### **Overland Solutions, Inc.**

Overland Park, KS

December 2001 to September 2006

#### Technical Support Specialist

- Installed, implemented, and administered Altiris computer management software (similar to MS SMS).
- Coordinated and migrated computers in 26 branch offices to active directory domain structure.
- Oversaw and organized deployment of two major software releases.
- Developed and implemented the processes to build, maintain, troubleshoot, and repair laptops and mobile computer equipment. Dell and Toshiba laptops.
- Built out a full quality control procedure for assuring that reliable and properly configured hardware was ready for employees
- Trained, assisted and assigned tasks to contract help during times of mass hardware deployment
- Provided computer training for 1500 remote and field employees nationwide.
- Researched, priced, and purchased new computer equipment.
- Aided in asset identification and reallocation for hardware end-of-life reallocation
- Performed junior network administration tasks.
- Provided third tier computer support.

### **Electronic Information Services**

Valparaiso, IN

August 1995 to October 1998

#### User Support-Technical Support Specialist

- Troubleshoot hardware and software problems, and resolved related questions for over 3000 computer users, including but not limited to: MS Office, Word Perfect, Adobe Photoshop, Various E-Mail Clients, VAX/VMS, Unix, HTML, dial-up networking.
- Maintained all hardware and software components in residence hall computer labs.
- Assisted in the management of University dial-up Internet services.
- Wired and installed networking components on campus.
- Assisted in the management and reorganization of the Valparaiso University Web Site.
- Built and maintained several University departmental and organizational web pages.

## OTHER EXPERIENCE

### **KSHB-TV**

Kansas City, MO

October 1998 to October 2001

#### Meteorologist / Weather Producer

- Personally manage and maintain 14 weather center computers (SGI Unix/NT/Win98) by
  - Troubleshooting computer questions 24 hours a day from other meteorologists,
  - Maintaining correspondence with data service providers as needed
  - Fixing emergency problems
  - Keeping computers running at peak efficiency
  - Beta-testing new software.
- Answer viewer weather questions.
- Forecasted and presented in-depth weather segments, and assisted during severe weather events
- Updated WeatherLine forecast service and KSHB/KMCI web sites.
- Aided in forecasting and production of morning and evening weathercasts

## EDUCATION / CERTIFICATIONS / TRAINING

### **Altiris Client Management Suite**

**Valparaiso University**, Valparaiso, IN. Bachelor of Science in Meteorology. Graduated May 1998.