

## **DALE C. CROW**

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Pace Florida 32514

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Email Dale@DaleCrow.com

For the most up to date resume: <http://DaleCrow.com>

### **OBJECTIVE**

A position as a Technical Support Specialist or Field Support Technician. Working with no or very little supervision to deliver both customer and technical service at the highest level.

### **EDUCATION**

#### **U. S. Coast Guard Auxiliary and Department of Homeland Security:**

10-09-2010 (ICS-210) Initial Incident Commander Course

01-17-2010 (APC) - Administrative Procedures Course

11/28/2009 (IS-00100.a) FEMA: Introduction to the Incident Command System

11/28/2009 (IS-00200.a) FEMA: ICS for Single Resources and Initial Action Incidents

11/28/2009 (IS-00700.a) FEMA: National Incident Management System (NIMS)

11/28/2009 (IS-00800.b) FEMA: National Response Framework

#### **Computer Related:**

1984-2007 - To View all of my Dell Certifications go to <http://dalecrow.com/certs/>

05/29/2006 - IBM Laptop Certified

11/30/2005 - Hughes DSL/Unified Broadband Certification

10/16/2005 - Apple Certified - Desktop and Laptop

08/16/2005 - Tatum TV Certified

04/19/2005 - IBM Customer Satisfaction and Business Conduct

02/02/2005 - Canon Copiers - Certified

04/14/2005 - Sony Certified - HDTVs.

08/11/2004 - Sony Certified - Desktops, Laptops

10/01/2004 - MPC Computers Certified - Server and Desktop

02/26/2003 - IBM Desktop Certified

02/04/2001 - Toshiba Associate Technician Certification

06/01/2000 - QualXServ's Sun Microsystems Certification – SUN001, IPC/X,SPARC 1,2,4 Ultra 1,2,3,10

08/25/1999 - A+ Certified Technician

40 Hrs 1997 - Windows 95 / Windows NT - Wang courses.

40 Hrs 1994 - Hughes Network Systems (Hughes Satellite Earth Station)

80 Hrs 1992 - Personal Computers (DOS, WINDOWS and NT 286-486 P-I, II, III, AMD Processors)

120 Hrs 1990 - Pinnacle Plus System (UNIX M68000 Processors With a Token Ring LAN)

60 Hrs 1985 - WP III Pinnacle System (Z80 AND 8088 Processors)

60 Hrs 1985 - Pinnacle System Maintenance (Z80 Processor)

144 Hrs 1984 - Eight Window System Maintenance (Z80 Processor)

16 Hrs 1984 - XEROX Customer Satisfaction Skills

#### **U.S.A.F. Schooling:**

40 Hrs 1984 - NCO Leadership course

30 Hrs 1983 - Digital Techniques

72 Hrs 1982 - Solid State & Integrated Circuit Devices

1,008 Hrs 1981 - Electronic Warfare Systems (ECM)

GRAD 1979 - Fairhope High School, Fairhope, Alabama.

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## **EXPERIENCE**

### **Technical Support Specialist / IT professional**

Pen Air Federal Credit Union

#### **2007 Sept - Present**

My primary job is to help man the helpdesk and assist our employees with both hardware and software needs. As a skilled technician I am able to fix not only the issue but the customer. As one of three technicians I work with many products and systems including; Cisco Call manager, down to the VOIP phones, Evolve/PegaReach, Fiserv Nautilus imaging and Jack Henry & Associates, Symitar product. I am called from time to time to also fill in doing operations and must open or close the Credit Union working with the Symitar system and doing the needed tape backups. As a former Dell Master Certified Server Tech, I help with any hardware needs in the Data Center. I also researched and implemented a hard drive cloning system using a Logicube cloner. This reduced the load time for each PC and increased productivity.

### **Field Service Engineer / Break and Fix Technician**

QualXServ / Getronics / Wang Global / Olsy / Olivetti / ISC-Bunker Ramo / ISC:

#### **1984 Sept 2007**

I worked as a high end remote technician with little to no supervision. Dell Master Server Certified and chosen to work on Dell's Storage Ares Networks (SAN) and Network Attached Storage (NAS) systems. I worked with DOS, UNIX, DNIX, LINUX, WINDOWS 3.x, 95, 98, Win 2000, NT and XP operating systems. I also worked on the low end servers, workstations, desktop and laptop computers as well as Canon copiers, Hughes networks satellite communications equipment, Sony and Tatung plasma and LCD TVs. As a remote technician I relied of my knowledge of system level concepts; digital, analog and microprocessor theory and application, electronic theory.

### **ELECTRONIC TECHNICIAN, U.S.A.F.**

Hurlburt Field, Fl.

#### **1980 - 1984**

Primary Technician of the AC 130 repeater jammer systems. Installed, maintained and repaired (ECM) electronic countermeasures and electronic warfare systems installed in military aircraft Utilize schematics and technical orders. Assign work, evaluate maintenance quality, and provide training to apprentice technicians. Highly skilled in troubleshooting and fault isolation.

## **Additional Knowledge and Experience**

I own and operate a web hosting company GH1 Web Hosting, Inc. <http://GH1.com>. I am fully versed in web design using Front Page, Microsoft Expression Web 4, Telnet and FTP. I also have a good understanding of InterNic and the whole domain and DNS process. At GH1, I manage over 20 support technicians.

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## **U. S. Coast Guard Auxiliary**

### **DIR-IU, BC-ISH, DSO-CS, FSO-CS / U. S. Coast Guard Auxiliary**

In 2009 I joined the U. S. Coast Guard Auxiliary. This is volunteer position that I had to undergo a security clearance and take an oath. I am no longer a civilian, I am an Auxiliarist. The U.S. Coast Guard Auxiliary is the uniformed volunteer component of the United States Coast Guard. Created by an Act of Congress in 1939, the Auxiliary directly supports the Coast Guard in all missions, except military and law enforcement actions. This is all done after hours and in my spare time.

#### **2010 Nov – Present**

Appointed DIR-IU – National Director, Information Technology User Services. I helped to re-organize the I-department to create the IT User Services Department. I was brought in due to my customer service skills and tech support help desk background. As director I manage four divisions containing 25 people. We are responsible for the following, the national web presence, support for all of the CS officers including the AUX-04 C-school, the national help desk/ knowledge base and the support forms and data bases used by the Coast Guard Auxiliary.

#### **2010 Mar – 2010 Nov**

Appointed BC-ISH - Branch Chief, USCGAUX National IT Support Help Desk. I selected the new platform for the National IT Support Help Desk and set it up. As the Branch Chief I over see that the system is working and that the support request are handled.

#### **2010 May – 2010 Nov**

Appointed DSO-CS - District Communication Services Officer – USCGAUX 8th Coastal Region. As the DSO-CS I am in charge of the District web page and the online store. I completed a 160 hour rework of the web site and also set up the online to be able to take credit cards. I wrote the first guide for the USCGAUX for the use of Facebook. This guide was a how to guide on setting up the fan page and locking it down. This is the guide that the National Coast Guard Auxiliary policy will be based on. I was sent to Dallas to teach a course on Facebook and social media. As the DSO-CS I manage two Assistant District Staff Officers.

#### **2009 Oct – 2010 Aug**

Appointed BA-IWN - Branch Assistant, USCGAUX National Web Presence Division. Helped maintained the Coast Guard Auxiliary's National Web sites.

#### **2009 May - Present**

Appointed FSO-CS - Communication Services Officer – Milton Fl. Flotilla. As the FSO-CS I am in charge of the local flotilla web site. I set the web site up to be in line with the National web site and created a Facebook fan pace and linked it to Twitter. I also set up a Google shared calendar for the members. This web site was noticed by both the District and by the National Department of Information Technology and both offered me a position on their staff.

## **PERSONAL**

Birth Date: 14 August 1960

Height: 6'0" Weight 201 Lbs.

Marital Status: Married, two grown children

Interests: Computers, Electronics, Web page design, Mission work, Music

Security Clearance: Secret (2003) U.S.A.F.

Security Clearance: (2009) U. S. Coast Guard Auxiliary

Travel: Willing to travel.

Available: After two weeks' notice

**EXCELLENT PERSONAL AND PROFESSIONAL REFERENCES AVAILABLE UPON REQUEST**