

January 30, 2016 to Present: Full time Study/Blog on 2016 National Election, and other Political / Economic Issues

July 29, 2012 to January 29, 2016

Intelligent Decisions, Inc.

Ft. Bliss Simulation Center

20189 Minue Drive, Room 130 / Ft. Bliss TX 79916

Simulations Trainer /Systems Maintainer

TRAINER DUTIES

1. Maintain & continually strive to improve the Ft. Bliss DPTMS-Hosted DSTS Scheduling-Calendar-Website
2. Maintain & continually strive to improve Ft. Bliss DSTS marketing-materials, primarily the 3 page site handout explaining: a) DSTS-Overview, b) DSTS Scheduling & Administrative information for units seeking to utilize our training, c) 1-page overview of the Ft. Bliss DSTS Scheduling-Calendar-Website, last updated in August 2014. (Forwarded editable Word-based version to a couple of sites upon request.)
3. Run DSTS Training Exercises & conduct 1st-Stage Equipment-Donning-Instruction, and 2nd-Stage DSTS-Usage-Training
4. Coordinate with Local GS-Managers to conduct special missions & generate reports. As of now, October we are supplying my own, Ft. Bliss End-of-Month Recap Reports, and forwarding them onto our local PEO-STRI representative at her request. We are also submitting daily "Big Army"(their term) utilization Reports(TS-MATS), and an End-of-Month, & Quarterly Recap Local-Training-Command Utilization Reports(ALARACT)
5. Assist with installing and verifying DSTS-System-Updates sent out by US-ARMY People running our overall systems
6. Build, revise, update exercise scenarios, manage scenario databases.
7. Monitor live-training, troubleshoot system problems during exercises and educated soldiers one-on-one to improve their experience.
8. Assist with AARs and instruction on VBS2 utilization for unit leaders and other personnel for whom this is necessary.
9. Conduct and maintain Customer-Surveys to get continual feedback from soldiers and Leaders on their experiences and opportunities to improve our operations
10. Maintain Hallway Video Display, and other displays to Promote our systems to the many Military-Leaders, and VIPs who frequent our center, increasing the number of walk-in introductions. In May 2014 we added a 2-minute video of a previously recorded Live-Training Exercise (20+ Soldiers) that includes a Commander's Pre-Briefing, Actual Live Training (including the Overhead Display that shows what the soldiers were actually doing), and the Commander's AAR of the exercise. There is now a 7 minute loop of our original 5-minute Ft. Bliss DSTS Overview, and the (just described) 2-minute Live-Training segment.
11. Maintain Live Training Station, with one of our SPARE systems connected to an Overhead Projector to: 1) Improve Soldier Training, and 2) to allow visitors to instantly access a real DSTS experience without having to actually put on any equipment.
12. Build, maintain, and continually improve specific scenarios designed for use with our LIVE-DEMO-System (mostly about a mile long course with limited turning). And also a quick-demo course for visitors that is essentially a SHOOTHOUSE built around the small town that is on the Portio Map. These specific scenarios have been updated to provide different levels of insurgent contact, and a segment that for reasons of political-correctness, has NO insurgents, just a long series of knockdown 'targets' down a 1-mile stretch of town. This last one was developed so that our occasional visitors from the middle east (Jordan, Saudi Arabia, UAE, & etc) aren't engaging AI insurgents that they 'might' think of as 'their own people'.
13. Developed Specific PowerPoint Presentation to improve the Equipment-Donning process, to teach soldiers to correctly do more of this on their own while the DSTS site personnel focus on things that cannot be readily taught to the soldiers.
14. Worked with Matthew Dennis to install a permanent strap on the back of the Harness, which allows only DSTS Personnel to insert and remove ALL cables which has had an enormous positive impact on cable-related failures. Along these lines we revamped our scenario-startup-process based on a suggestion from John Baker regarding the idea of not turning on weapons until on the Haptic Pads. We modified that process considerably, and lots of old problems disappeared. THE OFFSHOOT OF ALL OF THIS IS THAT we are getting soldiers into training much quicker, and with enormously improved experiences, and many fewer problems than we were back in 2013.
15. Worked with Matthew Dennis to utilize the Lexmark Printers as scanners to capture the Soldier-Name/VSMU-Unit Assignments very efficiently and display them on the overhead projectors in the main training area, and in the individual Suite-Equipment-Donning Rooms.
16. About 9 months ago, the local MPs came to us wanting to develop a training scenario that is based on the local MoviePlex which is called "The Grand" that is situated in the "Freedom Crossing" PX on our main base. Initially we thought that this might be

too complex for us to develop, however, I got with the base DPW and managed to secure the actual building plans to that Theater Complex, which enabled us to build that scenario out to the exact specifications of the site itself. We now have MP units that come by about once a month for sometimes 3 days in a row to train on an "Active-Shooter" scenario based on that building.

MAINTAINER DUTIES

1. Schedule Preventative/Corrective Maintenance, as well as logging such maintenance.
2. Maintain a BOLO (Be-On-Look-Out) System to track equipment issues which appear from time to time, but cannot be replicated on the Test-bench. Over time, many of these issues become consistent enough to send in for RMA, and some of them turn out to be caused by factors other than that which seemed to their source on initial observations.
3. Conduct Testing & Experiments either at the direction of ID personnel, or from self-determination
4. Manage all inventories, and spare parts, including small screws, nuts, and bolts that are not part of regular maintenance.
5. Manage RMA Process, Shipping, Receiving, maintain current listing of all RMA issues on our site.
6. Supervise and maintain Battery-Management Systems, including rotation, and identifying of various issues. After about 1 year, a number of our Li-Ion batteries started to have problems with the plastic shells. One problem was that occasionally we might drop one on our concrete floors, and the case would crack. The second problem is that the labels on the batteries started to come off of the shells over time, due to thermal expansion/contraction from the usage-recharge cycles. The label-peeling issue was addressed by a special 3M high-grade Polyester Tape solution developed @ Q3D. However, in the field, this solution as less than optimal in that the tape was getting chewed up along the edge where it is inserted into the backpacks, and also had a tendency to come loose on the 2 'ends' of the batteries.

Both of these problems were solved/improved-upon with a solution that involves industrial-grade epoxy. The Epoxy solution allowed us to recover 2 batteries that were cracked so badly that we had initially stopped using them.
7. Monitor & continually seek to improve our Ethernet & Telecom Infrastructure to get maximum efficiency and greatest possible utilization. (At Ft. Bliss, most of our Ethernet cabling was pulled and self-terminated/tested by us, since we are in a 3-room area, where the default cabling in our inventory wouldn't reach in many cases.) Along those lines, we have only 2 places in our entire area where anyone would ever need to step-over any of those orange-cable-covers
8. Continually verify systems readiness, and address any issues that come up.
9. Devise efficient routines for password resets, logfile-maintenance, and deletions of old 'nicknames',old Profile-Directories, and temp files.
10. Develop checklists for repetitive tasks to make the conduct of those tasks more efficient, and systematize the logging of anomalies.
11. We were initially 4 different phones & phone numbers in our area. I ran additional phone lines, and installed jacks where we have just two phone numbers, and where we can pick up our main phone calls in 4 different locations, and place callers on-hold, to be picked up in other locations for more efficient communications.

ACCOMPLISHMENTS

1. Developed system to make Weapons-Storage-Cabinets more efficient, and easier to determine exactly which weapons are on chargers and which ones are not.
2. Worked with Ft. Bliss Central-Issue-Facility(CIF) to acquire 30 ACHs of different sizes so that soldiers no longer need to bring their own, and spend time R-&-R-ing' NVG-Mounts, and strapping-&-Removing DSTS HMD-Assemblies.
THIS NOT ONLY SAVES AN ENORMOUS AMOUNT OF TIME, but it also, 1) puts less wear-&-tear on the HMD-Assemblies, since there is massively less handling. AND 2) After just about 1-years-time, out here in the field, we discovered that the optimal ACH size for soldiers is actually one-size smaller than the ACH that they wear normally. (This seems to apply to about 80-90% of the soldiers, otherwise the lenses are usually too low, and the front-lip of their ACHs prevent them from being adjusted high enough to be centered on their eyes. We also have an inventory of spare ACH pads, which is sometimes a good route to go in order to get an optimal fit.).

Along these lines, We discovered, that the best way for soldiers to adjust their lenses was to focus one-eye-at-a-time, on the small text on the startup-splashscreen, which says "Go to Desktop". When the lens is directly in front of the eyeball that text is clear, and when it moves off-center, it rapidly becomes blurry. We start every session with clean lenses, AND centering the lenses at "65" which is midway between the markers '75' and '55'. For a large number of soldiers, this is a great setting already for one, or both eyes. We have all soldiers do this with our assistance at the second-to-last step of equipment donning, so that we ensure that everyone has a GREAT video experience, rather than the helter-skelter approach we had when we first started out.

3. Worked with ID developers early-on to utilize the naming scripts to efficiently name the players in our scenarios. We offered to make a video to train the rest of the sites on this relatively simple process, but were instructed not to pass on that information.

4. Developed 3-page brochure tailored to our Ft. Bliss specific situation, MANY people calling in to schedule DSTS Training tell us, that they learned of our operation by seeing our brochure on the wall at various Orderly-Rooms, and Administrative-Areas.
5. Worked with local DPTMS personnel to 1) get our own DOD-SharePoint Scheduling Calendar, and developed forms and systems to make, and continually improve our ability to leverage this valuable tool. Nowadays, about one, in four people calling up to schedule training have looked at our calendar beforehand and already know what days and times are available, which immensely improves the efficiency of our scheduling operations.
6. Developed system of reinforcing the video-cables on our HMDs at the major stress-points with simple automotive-vacuum-tubing. Prior to doing this we were RMA-ing' our HMDs approximately every 8-10 working days(1st quarter 2013), and at onepoint, the turnaround time was around 60-days total. Since we started reinforcing those cables, we are only RMA-ing HMDs for Cable-Repairs about one every 2-3 months.
7. Created a simple Equipment stand out of about 4 standard 2x4's to host one of our SPARE units as a live DEMO unit out on our training floor. This allows us to much more effectively train soldiers because they can actually SEE how to correctly use our systems, rather than having to just imagine it, from our verbal descriptions
8. Contacted Ken Black and learned how to 'calibrate' the buttstocks to the PEQs. Some people at DSTS-Bugs group incorrectly believe that we somehow, bothered, and interrupted him from his work by doing so, however, we only contacted him directly after 3 attempts to get the DSTS-Bugs group to assist us on this matter and got absolutely NOTHING helpful in response. The bogus CLAIM was: that our 4-minute phone call interrupted him and hindered his ability to do his repair work. THE REALITY IS: on that one day alone, our 4-minute phone call prevented him from having to do a 1-hour repair, and saved ID \$150-\$200 in shipping costs to send a \$10k-insured weapon back and forth to Orlando. Two days ago, (October 29, 2014) we had another case just like this, where a buttstock mysteriously started malfunctioning. Now that we know how to solve this problem onsite, we AGAIN, saved Mr. Black a 1-hour repair, and saved the company \$150-\$200 by not having to ship this weapon back and forth unnecessarily.
9. We ran into a series of PEQ-2 problems that led to an investigation that revealed the the Q3D-Documentation on the "VButtons" shown in ExpeditionDI had a number of mistakes, and undocumented issues. Wrote up these findings and sent them to fellow O/Ms.
10. Developed a Customer-Survey and End-of-Month Recap system, that our local PEO-STRI Rep, Suzanne Plunkett wants to receive every month. In the process of compiling this report, in August of 2014 we discovered a previously unknown relationship between soldiers reporting that they felt too warm, and also reporting that they felt they had experienced significant ill-effects from using the DSTS System. This unexpected effect was discovered only because their leadership insisted on training with their full BDUs, instead of our normal/standard T-Shirt based training, which the Ft. Bliss Base Commander has endorsed.
11. Developed a mindset and approach to equipment maintenance that minimizes equipment failures. Since we were fielded in August of 2012 we have had the highest overall system training attendance of any site, and lowest level of equipment downtime.

In the current year to date, we have had the 3rd highest number of trainees in the system, and this is because our training levels have been depressed due to 3800 soldiers from our primary combat unit (1st AD) attending the Army's National Training Center at Ft. Irwin. We lost a lot of potential soldiers during the exercise, and during the month before, and now that most of them are back-their commanders probably feel like they are maybe "trained-out" for a while. When we get the Block 1.5 upgrade, we are planning on using the Ft. Irwin VBS2 maps that our desktop partners across the hallway have developed so that future NTC training can be simulated and utilized before the next training cycle

In the year to day only Ft. Riley has a lower ratio of RMAs-to-Soldiers-Trained, but we are in a statistical tie with Ft. Leonard Wood in this Metric.

Since we cleared up the problems with HMD video cables in 2nd quarter of 2013, we have only experienced about 3 weeks where we were not at, or above a 106% Equipment-Readiness-Level. WHAT THAT MEANS: In addition to having all of our regular VSMMs and associated equipment available for training- except for those 3 weeks we have also had one, of our two spares fully available and in full-time usage as our Training/DEMO unit. During that 3 week period when our Trainer/DEMO wasn't 100% available due to us having TWO simulated weapons out for repair at the same time, we kept that unit functional by swapping an M4 back and forth between the DEMO unit while training, and then to a soldier's VSMM during actual training. As long as we didn't have all 18 of the VSMMs assigned for training this wasn't an issue, and no swapping was necessary. Only on about 4 occasions did we have to actually swap our the weapon from the DEMO/Training unit, to a soldier who needed to use that same weapon for training.

HOW we MANAGE our equipment to minimize downtime, and maintain 106% VSMM Equipment-Readiness:

This approach is implemented by managing our less than perfect equipment such that we try never to send in two of the same piece of equipment at the same time, unless it is completely unusable. FOR INSTANCE: right now, we have one M4 Forward-Grip that has an intermittent cable problem. We have placed that Forward-Grip on our DEMO unit, where the ID/DSTS people can keep an eye on it, and tweak-it occasionally when it acts up. This means that every other VSMM in both of our suites is 100% up, and problem free, and we still have our DEMO unit available full time, for training Soldiers and for doing Walk-in Demos. The next time that a weapon HAS TO GO BACK for repairs, for a different issue, we will swap out the Forward Grip at that time.

12. At the request of our Ft. Bliss Training Command, back in July, we created a report with recommendations for an expansion to 3 or possibly 4 DSTS Suites. To accomplish this, I went to the base DPW and got the floor plans for our building, including the electrical plans. We also included the advanced recommendations that John Baker provided us with a long time ago with the DSTS Electrical requirements using 20-AMP circuits vs the basic 15-AMP Analysis that is in the basic DSTS Manuals. We haven't heard anything back on this analysis to date.

ACCOMPLISHMENTS for the Current Evaluation Year (Ending October 31st 2014).

(NOTE: These are actually numbers 8 through 12 from the previous section)

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EDUCATION & TRAINING

San Diego State University - B.S. Bus-Mgmt (w/ Honors, unofficial minors in Acct & Econ) May 1984
San Diego State University - California Teaching Credential Program Aug 1985
 California Teaching Credential; Business Education/Introductory Math/Electronics Aug 1985

----- VOCATIONAL EDUCATION & TECHNICAL TRAINING -----

S. County Tech Institute *Computer Repair Program* Oct 1994 St. Louis, MO
Global Knowledge *Cisco Router Configuration* May 2000 Chicago, IL
Advanced Cisco Router Configuration May 2000 St. Louis, MO
Network Cabling - Installation & Testing May 1998 Chicago, IL
Cisco Wireless LAN Fundamentals Apr 2011 Dallas, TX

University of Missouri St. Louis; Extension College and St. Louis Community Colleges

MS Word, MS Excel, MS PowerPoint, MS Access (*Beginning, Intermediate, Advanced, Macro Building, Programming*) -
 UNIX Administration (*Beginning & Advanced*) UNIX Shell Scripting (*I & II*), C/C+ Programming, SQL
MicroProcessor-Programming, Computerized Accounting Systems, Managerial Accounting, & Intermediate Accounting

AutoCAD (5-day Vendor Sponsored Course at St. Louis Community Colleges)	Jan 1997	St. Louis
Cheyenne ArcServe (5-days Tape Backup/Disaster-Recovery)	Jan 1998	St. Louis
BTS Training <i>Fiber Optic Technician: Inside-Plant (ISP) & Outside-Plant (OSP)</i>	Jan 2010	Ruidoso, NM
Fluke/Network Protocol Specialists <i>Certified Cable Testing Technician (CCTT)</i>	Mar 2010	Albuquerque, NM
Dell SAN Mgmt & SAN Data Protection Training (5-days)	Apr 2010	Round Rock, TX
BICSI Level-2 Installer Classes (5-days-Copper, 5-days-Fiber)	Oct 2010	El Paso, TX
ARUBA Networks Implementing Aruba WLANs (5-day Remote Training)	Apr 2011	El Paso, TX

Professional Certifications

Cisco Systems CCNA May 2010, CCNP Nov 2001, CCDP Dec 2001, CCNA-Wireless Apr 2011	Comptia A+ Mar 1997, Network+ Jan 2000, CTT Dec 2001, Security+ June 2010
Brocade Systems Brocade Cert IP Network Engr (BCNE) May 2010 Brocade Certified Fabric Administrator 8Gbps (BCFA) Oct 2010 Brocade Accredited Data Center Specialist (BADCS) Oct 2010 Brocade Accredited Server Connectivity Specialist (BASCS) Nov 2010	Microsoft MCSE (WINNT 4.0 & Win2000) March 1999 MCP Exchange Server 5.5 Mar 1999 MCP Vista Support, Jul 2011
Fluke Networks CCTT Cert Cable Test Tech Copper/Fiber/OTDR Mar 2010	ETA Fiber Optic Installer Jan 2010
CWNP.ORG CWNA Cert Wireless Network Admin Mar 2011	Novell CNE NetWare-5.0 Oct 1999
ARUBA Wireless Networks ACMA Apr 2011	Citrix CCA Apr 2002
BICSI Level-2 Installer Copper / Level-2 Installer Fiber Both Oct 2010	EMC² EMCISA May 2011

Strikethroughs represent expired Certs

All Certifications and most training can be verified @ www.zipz-services.com/moreinfo.html

Military Service / DOD

US ARMY Infantry, LRRP, & Supply Room Specialist / 82nd Airborne Div, Ft. Bragg, NC / Jun 1971 - Jun 1974
DOD Secret Security Clearance (Active Since: June 16, 2008)
DOD / Military Health Services (MHS) HIPAA Training/Certified Jan 2011
Security+ Certified (Required for DOD Employees) Jun 2010

Work & Other History

Construction, Warehouse, and other temporary work - El Paso, TX - Aug 2011 to Jul 2012

Working mostly through a company called Labor-Ready.

Self-Funded-Training, Self-Study, and IT Certifications - Apr 2011 to Aug 2011

I spent about 6 months on self-study, and self-funded IT Training initially.

First I pursued Wireless training & certification, which I knew only a little bit about. I self-studied for a little over a month with the CWNP.ORG program and got the second level Administrator Certification.

Then I attended the Cisco-Partner WLAN class, and self-studied to obtain the CCNA-Wireless Certification

After that I enrolled in the 'excellent' ARUBA Networks Remote Training Program for their entry-level certification, which I received after passing their exam at the end of the week

Next I pursued the industry-leading entry-level Storage Certification from EMC, which I had expected would only take about 2-3 weeks, but ended up being much more involved than I was expecting, and I received their certification.

Lastly, I spent a couple of weeks self-studying for and passing the Windows VISTA Certification from Microsoft.

Network Engineer 1 - Harris IT Services - Germany, Annapolis, MD - Nov 2010 Apr 2011

Cable-Plant Analysis, Design, Estimation as part of a major WLAN, IT, & Cable Upgrade Project at bases in the US, Europe, Korea, GITMO, & other locations.

I led a team of 2-12 Cable Installers, as we surveyed existing infrastructure, determined future needs according to planning documents, and tested a portion of existing cabling to ensure that it met current performance standards.

We took photographs everywhere, usually were able to obtain existing AutoCAD floorplans (updated & modified as necessary), uploaded cable test-results every day and completed daily reports of all work done.

These were mostly Hospitals & Medical facilities, but not all sites were. Made two trips to Germany and had issues to deal with different building & IT codes that sometimes superseded our normal stateside ones- as well as issues with metric measurements, and German Power outlets. A large part of our surveys involved inspecting the area above the ceiling tiles, and in hospitals, that sometimes triggered mandatory training programs, and various health/OSHA related regimes. At other times, there were issues related to damage or handprints on the ceiling tiles. And some locations had "UNIQUE" ceiling tiles, that required extraordinary measures.

At the end of each survey, we would submit drawings and Scope-of-Work documents, and Cost-Estimates to another Contractor who was working for Harris IT Services who was the overall "lead" contractor for the project.

Also had to coordinate constantly with two other teams who were doing a similar job for a) WLAN, & b) Network Equipment such as switches & routers- because we usually all went to the same places together

Besides working with the Military and Civilian site personnel, we also dealt VERY EXTENSIVELY with two layers of US Government Project-Overseers, the [[Military Health Services]] MHS-Cyber-Infrastructure-Services (MCiS), the top organization involved; and another US-Government-agency, the Information Systems Engineering Command (ISEC) who were an intermediate level of oversight between MCiS and all of the various contractor teams on the project..

During my time on this project, I visited Germany twice, and Annapolis MD, (and a large number of sites in that area)

Telecom ISP/OSP Project Manager/Designer / QA Inspector, Estimator, & Database Admin

Harris IT Services Contractor for Ft. Bliss Network Enterprise Center (NEC)

Nov, 2007 to Oct, 2010

Worked in the: Plans, Architecture, & Service Operations Branch of the Ft. Bliss NEC on all new Telecom installations and upgrades on Ft. Bliss & Biggs Field AAF. For the first year of my tenure; our group was named the Ft. Bliss Directorate of Information Management (DOIM), and was renamed in a reorganization that took place in Nov 2009. On September 28, 2010 our 3-year contract ended with the Ft. Bliss, TX NEC

My Primary job function was 3-fold:

- Telecommunications Project Designer/Estimator
- Telecommunications Project Manager
- Telecommunications Project Quality Assurance Inspector

The scope of my work included: Voice & Data; ISP & OSP Copper & Fiber; Grounding & Fireproofing; Building Entrances/DEMARC's; Manholes & Utility Poles; Trenching/Boring; Underground Conduits & Concrete Encasement; Telecom Cable Locating (underground); Circuit Identification & Tracing, ISP & OSP; Flextray, Conduit, & Stubout installations; Telecom Rack & Cabinet Installations; Switch & Router Equipment Planning;

Our normal workflow included four phases:

- (1) Site Survey & Project Design (*including Cost-Estimate, Scope-of-Work document, Visio Diagram of project*)
- (2) Pre-Installation walk-through with the Customer(s), Contractors, and Federal Contract Oversight Officers
- (3) Supervision of Work-in-Progress during project installation
- (4) QA Inspection upon project completion, and after-action reporting.

During the first phase, [Site Survey & Project Design] our group responded to requests for new Telecom installations and upgrades. We scheduled appointments with the project's Point-of-Contact (**POC**) and do a site survey to determine requirements and identify significant issues. During this first phase, we took photos to document the state of the project before any work is done. Next, we created a set of Visio Plans, and a: Scope-of-Work (SOW) document that provided detailed instructions and requirements for the contractors as they performed the project installation. We also created a financial estimate using an estimating tool called RapidBOM. Our financial estimates were reviewed by the NEC Civilian Program Managers in the preparation of an Independent Governmental Contract Estimate (IGCE). The IGCE is the official estimate that specifies the funding requirements for Customers, and is also used by the Ft. Bliss Contracting Office (**TRADOC Federal (GS) Employees**) to evaluate Contractor bids.

In the second phase of our process [Pre-installation Contractor Walkthrough], we did an on-site walkthrough with the Project POC, NEC Civilian Program Manager (*GS Employees*); a TRADOC representative, and any contractors who are bidding on the project. Issues may come up in this walk-thru that cause the plans to be modified or that impact upon the letting of the contract.

During the third phase [Supervision of Telecom Installation], we supervised and monitored the contractors during the installation process to ensure that work performed was according to the contract and all relevant Telecom standards. During this phase, we also monitored and verified the certification testing of copper and fiber-optic components. All ISP Voice & LAN lines are currently certified to EIA/TIA Category 6 Standards. All fiber Optic installation are certified to EIA/TIA standards for loss and OTDR tested as well. While the project was underway, we made periodic progress reports with photos.

In the final phase [Final Quality Assurance Inspection], we performed a final QA inspection of the entire project, and worked with the contractors to correct any deficiencies. Lastly, when all of these items are complete, we created an After-Action-Report to include: 'lessons learned', significant issues encountered, and, on occasion, write-ups of poorly performing contractors. At this point, we frequently modify the 'General-Work-Standards' portion of our Scope-of-Work Template, to close off newly discovered loopholes and clarify any ambiguities that have been found.

The previously described tasks were performed by all members of our group. **In addition to those tasks,** I was also the database administrator of for our Project Estimating Program, known as RapidBOM. The RapidBOM program is based on an MS Access 2000 database application created by a company called Mainstay. To support this effort, I created a number of macros and VBA modules to create a user-friendly lookup spreadsheet for the items that we specify in our estimating process. Another important item I created was an Excel macro-based VBA-Module to radically reformat and enhance the spreadsheet that is created by the RapidBOM application.

In addition to that, I also developed documented routines to backup and maintain the database. I trained all of my team members to assist in its maintenance and development of our RapidBOM system so that everybody could contribute to its continued improvement; and so that the system would continue to be maintained anytime I was on leave from the project.

During the Hurricane Ike Natural Disaster of October 2008, another team member and myself were temporarily loaned out to FEMA for emergency support in Houston, TX on behalf of my employer, Harris IT Services and with the approval of the Ft. Bliss Network Enterprise Center where we worked.

Customer Service Representative - El Paso, TX Area - May 2006 to August 2007

- Worked about 6 months for Sprint, handling billing, service, & advanced technical support calls. This was through their outsourced company ACS.
- Worked about another 6 months for Cingular doing essentially the same thing only much more limited in terms of technical support. This was through their outsourced company West Telemarketing
- From May of 2007 worked for directly for ATT doing telephone support to help customers self-install their High Speed Internet Service (DSL)

Temporary Construction Work - El Paso TX Area - May 2005 to Nov 2007

Worked on many different construction projects in the El Paso, Texas area for several temporary agencies. I worked primarily, but not exclusively with a company called **LABOR-READY**, which provides LEGAL day labor

Cemetery Groundskeeper - Ft. Bliss National Cemetery; El Paso TX - Nov 2004 to May 2005

Worked on 6 month project for the Veterans Administration at the Ft. Bliss National Cemetery in El Paso, Texas.

IT Consultant / Network Engineer - St. Louis, MO & El Paso TX - Oct 2001 to Nov 2004

Self-employed, independent contractor, I was also working on a part-time, on-call basis as a W-4 status employee for several companies (for tax purposes). Built Windows 2000 Web Servers, Installed Microsoft Networks, Installed cabling, provided Exchange E-Mail support, basic PC repair, printer troubleshooting-repair-maintenance. I also worked extensively with MS Office consulting & a fair amount of basic scripting. Setup several VPNs, and installed/troubleshoot Cisco Branch Office configurations and firewalls. I was been seeking a full-time, career position during this period.

IT-Certification BootCamp Instructor - Wave Technologies, Inc - St. Louis, MO - Jan 1999 to Oct 2001

I initially worked at Wave on Temporary assignment doing network support. After taking a month off to obtain MCSE, I 'coincidentally' happened to take a full-time position at Wave for some 'unspecified' special projects. As soon as I came onboard, a vacancy in their internal support staff resulted in my temporary assignment as the top technical support person in the organization. Among the major projects I worked on during this time was the establishment of a 'serious' tape backup program and teaching the support staff how to use the 'ghost' program to expedite the rolling out of new PC's to end users.

After about 3 months the Internal Support vacancy was filled and I was moved over to a position mentoring students enrolled in Wave's certification Bootcamps. After a few months in that position, I was looking to move on to more challenging work and the company asked to begin running NetWare 5.0 CNE Bootcamps for Wave in October of 1999. I also taught Windows NT & W2000 ILT courses. In September of 2000 I began running Cisco CCNA certification bootcamps, and in March of 2000 I began doing Windows 2000 MCSE Certification bootcamps. During the course of the 2 years I taught, I developed a huge number of study materials, specialized modules, and highly targeted practice tests. My position was called a 'National Trainer' because it involved nearly 100% travel. I was out of town approximately 3 weeks each month and often gone for 3 - 5 weeks at a time.

Network Engineer - GTM Enterprises - St. Louis, MO - June 1998 to Jan 1999

THIS WAS A 6 MONTH 'TEMP CONTRACT THROUGH ROBERT HALF Inc. TO HELP THIS ORGANIZATION WITH YEAR-2000 ISSUES' Worked for small business specializing in supporting independent insurance agencies, which needed extra help during the big Y2K event, that impacted their entire industry on Jan 1, 1999.

Performed telephone support to clients around the country using REACHOUT remote control S/W, performed on-site installations of Novell NetWare Server versions: 3.x, 4.x, 5; Installed WindowsNT; Win9x peer-to-peer; Citrix WinFrame; and WindowsNT Terminal Server systems. Performed hardware, software, OS, & LAN cabling installations, as well as, repairs, and troubleshooting. I wrote simple batch files to create a single network bootdisk that could be used for about 15 common NIC's. Created a kit utilizing the GHOST software that we could send to remote locations using a cross-over network cable to 'clone' the image of a well functioning system onto systems that were having problems to avoid on-site visits or extensive application re-installations.

I worked extensively with tape backup solutions utilizing HP & Seagate FDD, IDE, & SCSI TRAVAN tape drives with Colorado, Cheyenne, & Seagate backup software. Worked with mirrored & duplexed HDD's and troubleshooting server issues.

Network Engineer - Quality Software Engineering (QSE) - St. Louis, MO - May 1997 to June 1998

I WORKED OFF & ON FOR 'QSE' SINCE FORMALLY LEAVING IN JUNE OF 1998, AND OFTEN PURCHASED GOODS & SERVICES FROM THEM, EITHER FOR MYSELF OR OTHERS

I supported various QSE clients with networking, hardware, and software installations and problem-solving. Most clients were small to medium sized businesses running Windows NT 4.0 networks with several others running Novell 3.12 systems. Installed Microsoft TCP/IP networking, configured Remote Access Services (RAS) utilizing PC Anywhere & Remotely-Possible.

Configured MS Exchange Server in small business settings w/ MS Outlook clients. Also worked with USR Palm Pilot integration with MS Outlook.

Provided training & support to QSE clients on how to administer their networks, wrote small training manual for this purpose, and wrote a batch file to create user account automatically on Windows NT Networks.

Performed a modest amount of UNIX support on an HP -UX / AS9000 system.

Installed Cheyenne ArcServe on Windows NT servers and developed Tape-Backup routines for QSE Clients. Trained and monitored clients usage of their Tape Backup Systems for Disaster Recovery Purposes.

QSE was a Cheyenne Partner, and I went to their 5-day Vendor Training Course in St. Louis

Installed Cheyenne Inoculan on several networks to including automatic virus signature updates. Also installed networked version of Norton Anti-Virus. Performed a very modest amount of programming in 'C', PCPLUS scripting, Access, & FoxPro applications. LAN cabling installation, testing, troubleshooting

IT Support Technician - MOOG Automotive - St. Louis, MO - Apr 1996 to Apr 1997

THIS WAS A 6 MONTH 'TEMP' CONTRACT THROUGH ROBERT HALF INC. TO SUPPORT A MASSIVE NATIONWIDE NETWORK INFRASTRUCTURE UPGRADE RELATED FOR Y2K COMPATIBILITY. MY ASSIGNMENT RAN LONGER THAN THE 6 MONTH TIME FRAME THAT WAS INITIALLY ANTICIPATED

I provided a wide range of support as the organization migrated from a 4Mb token-ring OS/2 - IBM LANSERVER network to 16Mb token-ring Novell 4.1 / Win95 network. I performed intermediate level Netware Administration, including Wide Area Network support and profile / policy administration. Supported Corporate Novell GroupWise E-Mail and Remote Groupwise including laptop setup & configuration. Provided broad user level support for: MS OFFICE 4.3 & 7.0, Word Perfect 5.1 - 6.1, Lotus 1-2-3 DOS & Win. Wrote Helpdesk Database for national Sales Force consisting of aprox. 500 sales reps from MOOG, NAPA, CARQUEST, BIG-A . Also ran that helpdesk for about 2 ½ months supporting DELL Latitude laptops, with custom-written Sales Force Applications and proprietary word processor, spreadsheet, and E-Mail.. Supported 2 different AUTOCAD workgroups; upgrading from DOS ver 6 - Win r12 to release 13 for Windows 95 / NT & AUTOCAD LT; configuration & network printing configuration to the following plotters - HP 7550, DRAFTPRO DXL, DRAFTPRO 750C.. Wrote & tutored users in the writing of many batch files and a small number of minor Visual Basic & C programs. Installed / supported many different proprietary communications packages

IT Support Technician - Bridge Information Systems - St. Louis, MO - Sept 1995 to Apr 1996

THIS WAS A 6 MONTH 'TEMP' CONTRACT THROUGH ROBERT HALF INC. TO SUPPORT A NETWORK INFRASTRUCTURE UPGRADE FROM A NOVELL 4.x SYSTEM TO WINNT 3.51. THIS ASSIGNMENT RAN LONGER THAN THE 6 MONTH TIME FRAME INITIALLY ANTICIPATED

The company trained me to install and administer WFW 3.11; Novell 4.1; & Windows NT 3.51 according to their company standard; as well a few Windows 95 systems I also did account administration, i.e. creating new user accounts, modifying & moving existing accounts; password administration & assigning rights. While the Corporate cc:Mail Administrator went to three different schools I was the backup cc:Mail administrator and regularly ran the maintenance necessary to keep the e-mail running correctly. I did a great deal of network troubleshooting including the troubleshooting & installation of networked and serial printers. I also performed technical support to remote offices across the country via their FRAME RELAY WIDE AREA network. I did a great deal of work with TCP/IP, telnetting to the in-house VAX computers using Procomm Plus 2.11 & MS Windows TCP/IP. I supported MS WORD, EXCEL, & ACCESS.

Bookkeeper/Accounting Computer Tech - Service Assurance - St. Louis, MO - Oct 1994 to Sept 1995

My first "computer" job out of Tech School.

MOSTLY, I was hired for my Accounting background. When I joined, the company was about a year and a half old, was doing slightly over a million dollars a year in revenues, and had never even reconciled their company checking account. They had a room with about twenty large sized, shopping bags that contained all their financial receipts and documents. From this job I became an expert user of Lotus 1-2-3, and got a very good conceptual grasp of Microsoft Windows 3.1.

Years later, as I was about to leave St. Louis for El Paso, TX, I again worked for Stan & Toni Flick (the principles of Service-Assurance) in their renamed operation, The VSA Group, on a temporary basis; covering for their lead tech while on 2-week vacation, and on various Cisco, Citrix, and Firewall issues. Also on several occasions in between I occasionally sent work their way in terms of warranty Printer work.

Hotel Night Auditor - Drury Inns - St. Louis, MO - Jan 1994 to Oct 1994

Ran a 150 Room Mid-Scale Hotel by myself at night while going fulltime to Computer Repair Classes during the day. I handled every aspect of the hotel's operations between 10pm & 7am 5 nights a week. Made daily financial reports and closed out each day's operations, balancing to the penny.

McDonald's Assistant Manager - St. Louis, MO - Jan 1991 to Nov 1993

Began as a \$6/hour manager trainee for a family owned McDonalds Franchise. I went to two of the three McDonalds Manager Training Programs in the St. Louis Region. Our operations were very fast paced, and were very tightly run financially, with very little cash 'shrinkage'.

I interviewed and hired crew members for my store. I wrote weekly schedules for an approximately 30 person crew, and developed a system for doing so, that I ultimately trained several other managers on. I ordered product for the store; and at one time was ordering product for all four locations at the same time.

Mostly I ran the night / closing shifts, and generally after I moved to a new store, our night time sales would increase substantially after about 6 months due to improved focus on delivering great customer satisfaction.