

Ross Wilkins III

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PC Maintenance Technician / Security & Messaging Systems Engineer / Infrastructure Architect

Summary of Qualifications

- Results-oriented professional with 12 years experience in IT, support, and sales.
- Comfortable working in a fast-paced environment, building and leading crossdepartmental integration teams, and working with both cutting-edge technologies and legacy systems alike.
- Highly perceptive, with proven ability to pinpoint problems, provide creative solutions, and follow through to resolution in a timely and cost effective manner.
- Personable and articulate, skilled in handling both colleague and customers with professionalism and courtesy.
- Exceptional communication and presentation skills, ability to connect with people at all levels, as well as prepare project guides and training materials.

Experience Summary

Trifecta Media Solutions

Owner, 2002 - Present

The name has changed many times over the years but Trifecta has always been the same PC sales and solutions shop. People have always been interested in solutions that I've been able to offer at reasonable prices and in logical time frames. Due to my desire to help people combined with my zeal to rise to any challenge, what started as just wiping and restoring peoples old desktops and laptops has made me the IT expert I am today.

- Planned, designed and produced dozens of cutting edge AMD and Intel based systems for special and general use in addition to troubleshooting and diagnosing older systems for issues and providing hardware and software solutions to address them properly.
- Designed, quoted and produced specialty miniPCs, multiport configurations, audio/video surveillance, and overclocked gaming platforms.
- Evaluated factors such as power/storage requirements, cost constraints, and need for security restrictions to determine hardware/software configuration.
- Organised logical partitions to allocate proper system and personal data separation as well as multiboot configurations, and managed third party licensing and operating system capabilities to provide optimal software configuration.
- Diagnosed and troubleshot various LAN and WAN configurations of all shapes and sizes, methodically isolating variables and providing solutions based on functional and aesthetic needs.
- Designed, dremeled and installed various on case and in case modifications, ranging from specialty lighting to thumb scanners to mass-multiport media and interface options to temperature/voltage/fan speed indicators and controls.
- Offered and provided all necessary training and support for those needing it with emphasis on upkeep and self-maintenance.
- Provided varied and complimentary (where applicable) design based solutions such as logos, artwork, web design, video/music editing and data presentation.

Net Performance Inc, Texas, New York and Connecticut, USA

Sysadmin / Repair Tech, 2002 - 2009

Founded by Jim and Randy Boak shortly after Compaq was purchased by HP in 2002, Net Performance provided software and database solutions for businesses to receive phone and web orders for merchandise, ship those orders based on available stock, and generate sales reports for marketing purposes.

- Planned and developed applications and modifications for electronic properties used in components, products, and systems, to deliver/improve technical performance.
- Structured and maintained Personal and Business PCs, Web servers, and Personal servers.
- Planned and facilitated large infrastructure upgrades, such as migration to new operating system and software suite or installation of supplemental PCI GbE networking cards and replacement of Cat5 ready switches and patch cables with Cat6 cable and hardware.

Sears, Roebuck & Company, Texas and Illinois, USA

Senior Electronic Sales Specialist, 2009 - 2014

I started working for Sears as an entry level sales associate, developing my own sales methods and conducting a great deal of independent research into products. After a year of sales and service solutions I was asked to present my research as training materials and then promoted so that I could travel from store to store and help other associates improve.

- Provided cost effective high definition media solutions to both novices and experts alike, picking products and services that met their needs and budget.
- Developed strong research skills by going direct to parent companies and their subsidiaries as well as engaging consumers directly about product capabilities and experiences through numerous online support forums.
- Organised and presented data relevant to the sales process within my electronics departments in many shapes and forms to be presented as training materials.
- Trained and consulted with dozens of associates and achieved significant improvements in their knowledge and familiarity with Sears' products, increasing productivity when applied.
- Spoke at 3 annual conferences (Texas in March 2012, Texas and Illinois in March 2013) regarding changes in the electronics industry and how to adapt our sales and installation teams in preparation for them.

Patio.com, Connecticut, New York, New Jersey, USA

Warehouse / Navigator, 2001 - 2003

Based in Westport and Stamford, Connecticut, Patio.com is owned by brothers Dave, Phil and Mitch Ross. They run a high-end outdoor furniture business which caters to New England's elite. At the time of my hiring they had also branched into professional grade slate billiards tables, with several showrooms all over the tri-state area and only 2 central warehouses to launch their deliveries and installations from. I was hired to assemble Adirondack style chairs and worked my way up to forklift operator and eventually became their youngest delivery navigator.

- Loaded trucks and charted routes for delivery of patio furniture and pool tables to designated locations across rural New England.
- Provided assistance and direction to other stockroom, warehouse and storage yard workers to meet daily goals.
- Successfully handled navigation of a semi-trailer truck throughout unfamiliar areas in New England.
- Worked and coordinated three man teams that unpacked and assembled furniture and billiards tables on site to superior standards of quality and craftsmanship.
- Planned daily layout of cargo trailer, considering itinerary, size, fragility, and related factors pertaining to shipping/assembly.

Skills

- Windows 8/7/XP/2000 Server/NT, Mac OSX, SUSE and Ubuntu Linux
- Microsoft Word, Excel, Powerpoint; Adobe Acrobat, Photoshop, Flash, Shockwave, Fireworks, Freehand; Sony Acid, Vegas, Soundforge;
- HTML, XML, ActionScript, Visual FoxPro, OpenGL, Java

- Assembly/Installation/Diagnostics of ATX Full/Mid/Mini Towers, Mini-ITX Towers, Rackmounts, PointOfSales, and Theatre/Studio PCs
- Knowledge of all types of networking, audio/video, and phonenumber cables and familiarity with crimping/cutting to supplement or create the workflow of any business

Education

Computer Programming / Computer Maintenance 2004-06

Tomball Community College, Tomball, Texas

Interests

I am a classically trained jazz and symphony bassist and enjoy spending my free time playing and producing music. I also enjoy watching films, and exploring the world around me.

Additional Information

Having worked as an assistant to a programmer in my teenage years, I was introduced to a working knowledge of ICT at a young age. Throughout my career, I have kept my side business Trifecta going which aims to join hardware, software, and support- the three things I feel to be paramount to the end user's experience.

I have strong experience of working as part of a team as well as individually and I can thrive in a busy working environment due to my multitasking and organisational skills.

As of March 2014 I reside in Wellington, New Zealand on a working holiday visa and will remain at least until March 2015.