

Richard A. Allcorn

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SUMMARY:

For almost 17+ years, I have worked as a contractor, in user accounts & data management, and in IT/server support, local and remote/off-site, with single and multi-site organizations. Some of my many skills include server admin, networking support, cabling, server/pc hardware support, tech writer, photographer, trainer and speaker. I have extensive experience with IT systems, in engineering/admin and support, accounts and security, etc. with LINUX, UNIX, Mac OSx, and Windows. My salesmanship and ability to deal with people has become a great asset in customer and client interaction, and in the support and training fields of these IT technologies.

On the technical side, I have extensive experience in domains management (Internet), web hosting, Google apps, various email systems, networking and more. I have considerable experience in user management with UNIX/LINUX, Mac OSx, and with Windows Active Directory. I am comfortable with what is now commonly called "cloud computing". I am well-at-home with troubleshooting and with process planning.

With over 10 years in the U.S. Air Force, I also have extensive electronics training and experience, and majored in communications & navigations systems. I current maintain a ham radio license, and continue my learning and experience in radio, portable mesh networking, packet and radio-based networking connections, and specialize in field operations.

SKILLS & EXPERIENCE:

user ID accounts - management, user information organization, security, login scripting, user environments, mapping, file shares, remote and/or roaming profiles, virtual accounts/environments (in Windows Active Directory, LINUX, Mac OSx, and Lotus Notes {Domino} server environments)

user data management - user data organization (training & instruction, automation), user account moves/migrations, data synchronization, departmental moves, specializing in remote workforce

server configuration/management - server creation/setup in both virtual and real-world environments, resources configuration & management, and cross platform file sharing, security, accounts

working in the cloud - cloud services, Internet domains, setup, registration/renewal, management and records keeping; website(s) configuration (DNS, MX records, domains/sub-domains, etc.), and setup with email, web pages, FTP accounts, WebDrive, and Google Apps

systems engineering - server room consoles, rack designs, war room layout with status boards, info stations and consoles; cooling systems; lighting systems; communications systems and devices

user support & training - Help Desk management & implementation, classroom instruction, public speaking, individual one-on-one training & instruction, team building & leadership, troubleshooting specialties, writer, photographer, logo & graphic arts, video conferencing/multimedia presentations and classroom instruction; disaster management/recovery training & documentation

hardware - computers (build, maintenance/repair), servers, server racks, cabling, punch down, organization, two-way communications, telephone electronics, and computer/equipment consoles (design, fabrication, etc. of workstation console cabinetry, racks, display systems, etc.)

RELATED CONTRACT WORK EXPERIENCE:

RE/MAX – Computer Consultant

Full-time Contractor – supporting various agents, in various offices, to assist with MS Office apps, personal workstation issues, equipment upgrades, and printer issues; also configured new system builds, server replacements/repairs and support; maintained various Internet resources, troubleshooting, configuration and consulting/liaison between service vendor and customer to enhance services needed.

Stellargy Services LLC – Computer Consultant

Contract Position: Test/troubleshoot network jacks, cabling, switch, etc. in new offices; install/setup computers on the network; configure in-house network printers and resources for use with workstations; manage DSL installs/configurations for internal LAN and VoIP LAN; document network, jacks, extensions, and all necessary items concerning the network; ensure all is working well at office move.

Stellargy Services / IBM - ID Security Manager/Admin

Contract Position: Under contract to IBM, State of Texas Project – Responsible for defining, developing, implementing, and insuring security policies, processes, tools and architecture that encompass Logical controls, Network Security controls, physical controls, Risk Management, Security incident and issue management, security integrity and advisory processes, and security status checking. Job included project management, ID administration on UNIX, Novell, Windows, Active Directory (AD), and Mainframe Top Secret and AS400. Implemented client security solutions in an IT environment including client/server platforms, mainframes, networks, and associated software. Activities performed include site security administration, ethical hacking, system security monitoring, and security tools installation and maintenance.

Home Depot - Sr. Level Tech Support

Full-time: First point of contact for technical hardware and software problems with equipment in the Home Depot stores throughout the nation. Remote troubleshooting, reprogramming, configuration, and repair of UNIX servers, Windows servers, routers, multiport controllers, customer paging systems, wireless access points, mobile ordering pc carts, and point of sale equipment to include registers, self-checkout registers, scan guns, and related hardware equipment. During hurricane season, we were often responsible for the initialization of a remotely initiated backup transmission from the store to the data center of all important data, and the entire and complete shutdown sequencing (remotely) of a store's IT Department equipment to prepare for eminent disaster preparedness. During this time at the Home Depot, I designed, from scratch, and implemented, a "User's Guide" for the Technical Help Desk associates to use, giving reference to telephone numbers and extensions, procedures, guidelines, and resources to utilize in the daily execution of the job.

RICH ALLCORN - Consultant

Full-time Contractor supporting various Small Business, Home-based Business, and Corporate Users systems and Networks. Pre-Purchase Consulting, Network Planning and Architecture, PC Software & Hardware Support, Installation, and Setup. Documentation Projects for entire WAN's and LAN's for Large Corporate Companies and Small Businesses alike. Extensive Operating System experience with various flavors of UNIX and Linux, and with WindowsNT, NT2000, Windows98, Windows95, Windows for Workgroups, the old Windows 3.11, OS/2 (various flavors), and MSDOS and CP/M. Set up for Remote PC Support, PC and Software Retail Sales, and overall PC and Network "pre-Purchase Planning" and documentation. Contracted with companies like: Tivoli, Origin Software, Polycom, Birth & Davis Healthcare, TNRCC, Motorola, ChoicCom, First USA/Bank One, EZCorp Headquarters, EDS (Electronic Data Systems), to name a few ...

DELL COMPUTER CORPORATION – Various

Tech Support for end-users, call center; created innovative means to aid users thru instructional faxes and how-to's resulting in an automated assistance system utilizing fax services; sr. consultant in modem and dial-up services, devising resolutions for problem situations; asked to head up new notebook group as tech support team lead; later promoted to support new Latitude line of laptops; advised on UNIX-based ASPECT telephone system for Dell Corporate; consulted with Michael Dell's office on work-at-home ideas for support; sr. team lead in networking & hardware support; assisted IT hardware team with workstations support and upgrades; headed up VIP Customer Support for special interest customer issues; won awards for 100% flawless support; top call taker/problem resolver in tech support; mobile user sr. specialist in supporting remote/portable users; assisted Dell Factory in resolving process issues with notebook/laptop production; worked in DELL UNIX support; work with DELL network team.

EDUCATION:

Biblical and Theological Studies, BA - Minnesota Bible College

Computer Information Systems, AS - Community College of the Air Force / Austin Community College

Avionics Communications, Navigations & Electronics Theory/Repair/Maintenance, - USAF Tech School

Business Management/Leadership - Community College of the Air Force / Austin Community College

Grade School thru High School, Ballinger High School (grades 9-12)

Attended and participated in regular curriculum. Specialized in literary circles to include Special Projects Writing, Poetry (published), Yearbook Annual Staff, Journalism, Photography, Public Speaking, and Acting; also drawing, mechanical drafting, wood shop, mechanical shop; served as Head Photographer on the Annual Staff (yearbook), as designer for the Yearly Senior Halloween Carnival "special entertainments" section (brought in more than ever before), and competed all the way up to State level in Sales Presentation & Demonstration competition.

ADDITIONAL CERTIFICATIONS/TRAINING:

Advanced Troubleshooting Principles & Theory - problem isolation, identification, analysis, resolution methods; proper problem breakdown & analysis to rapid resolution.

Amateur Radio Operator - General Class (KW7PTL) - works in vhf, uhf, and short-wave radio, also studying packet radio, radio teletype, and various digital features, to include login to LINUX via shortwave; mesh networking, wifi range boosters, repeaters, etc. and field operations.

also GMRS Radio - (WQTS370) - works with field radios, experimenting in mobile repeaters and emergency use scenarios.

Avionics Comm & Nav Systems, Intercoms (USAF) - electronics, soldering QC, proper troubleshooting & repair techniques;

Basic Electronics (TSTI) - basic electronics theory and troubleshooting, soldering

Open Water Diver (PADI) - underwater navigations, communication, safety

People Management and Supervision (CCAF/ACC) - team leadership, supervision vs management, effective business practices

MILITARY EXPERIENCE: (10 years)

Enlisted in the U. S. Air Force in March 1978- as an Avionics Communications Specialist. Worked my way up through the Military to an E-4 as a Communications/Navigations Technician. I worked on various fighter aircraft to include the F-4G Wild Weasels, F15's, F16's, and on CH-53 Helicopters, and the first-in units like the O2-A (Cessna SkyMaster) and OV-10, both of which were packed with Avionics gear from HF, to UHF, to VHF-AM, VHF-FM, and various Navigations systems to include TACAN, VOR/ILS, ADF, etc.

Trained extensively in Leadership- from Basic Training through various assignments up to the Reserves where we were responsible for training, upgrading, and supervising the reservists (Weekend Warriors) who came once a month for training. We worked full-time during the week as civilians maintaining the aircraft avionics and shop equipment, and one weekend per month, and two weeks out of the summer, training the other reservists. Additional duty: safety/self-aid & buddy care; emergency field first aid.

Helped the 924thTFG Unit get familiar with their new multi-user systems - we were to use for documenting and tracking our maintenance. Additionally, helped them with the new IBM-compatible PC's our unit was receiving for office duties. I designed a system to track and maintain inventory listings and printout various labeling to track, inventory, and store miscellaneous parts used to support the aircraft when we deployed for training, or for actual combat.

Field Radio Communications - work with, experiment and practice uses with VHF AM and FM, UHF, and with shortwave radio, utilizing various field antennas and configurations; field radio maintenance, tweaking and repairs; module replacement & field inventory management; learn what the equipment will do and how to apply it in a field operation scenario, in the event of an emergency or deployment.

REFERENCES:

Maj. Patrick Connally - (512)789-0810 @ connally@earthlink.net

Robert Ruiz - (512)592-4098 @ robert.ruiz@twcable.com

Brian Johnston - (512)963-1423 @ compu_res_brian@yahoo.com

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"In my years of business, and in military service, I rarely come across someone with the diversified abilities that Mr. Allcorn has. I recently told him in a meeting that he has proven the old phrase "Jack of all trades is a master of none" to be wrong! You would do well to make him a vital and permanent part of your business future."

— **Steve Smith**, *Director, Tech Support Department, Dell Computer Corporation*

"I have known Rich for 7 years. He is one of the most honest and genuine people I know. His commitment to his family and his faith are second to none. I highly recommend Rich as a colleague, employee, a leader and a friend."

— **Max Leaman**, *Mortgage Lender, Prime Lending Mortgage*

"Rich is a very detail oriented and very mindful of not just finishing the job but finishing it in "high quality." His service and work ethics goes beyond what is asked of him and extend himself further to and for the benefit of not just his co-workers/colleagues but the company he works with. He is very much a team-oriented guy who will no less work in the background quite effectively, just as effectively as he is when he's working in a position of leadership. He has a "lively," fun attitude about him that working with him is a joy and makes the working environment a nice place to be even in the midst of pressure. I highly recommend Rich, not just because we worked together, but because I know for sure that he will be a great asset to any company."

— **Vic Manzanal**, *IT/Tech Support/Contractor, Austin Ribbon & Computers*

A Summary of my areas of expertise:

I work with user accounts and user data, migrating, managing and synchronizing it about, backing it up, and synchronizing it across the cloud. I work with the development, maintenance and hosting of Internet domains, websites, Google Apps, etc., and help with multi-site offices, inter-networking and with online "cloud" support, including VPN and user/office mobility implementation. I orchestrate interconnectivity for various systems and system types, making contacts, calendars, tasks, notes, and files storage synchronized, and available, across the span of "the cloud". I work with social media networks, with blogging and vlogging, sharing articles, photos, video and specialize in establishing online presence for users and companies alike.

I am a writer, a photographer, a data management specialist, an IT virtual systems and networking engineer, a really good salesman, an inspiring public speaker, a developer and problem solver, focused on finding the answers to problems, and implementing solutions, for those who work on the GRID!

My Elevator Speech:

My mind is technical and I work well in helping others to understand the things they have difficulty grasping, translating the technical to common communication. I'm a virtual guy, with a keen understanding of the

technologies of today, and an extraordinary ability to learn and understand them. I am not over-qualified. I am in a service position, a position where we take care of users, and the systems and technology they use. No job is too great, or too meager for me to undertake. I am here to ... serve.