

Kerry Griffin

14408 Old Columbia Pike ● Burtonsville, MD 20866 ● 301) 518-8460 cell ● 301) 384-1986 H ● kerrygriffin@verizon.net

Objective — Information Technology Specialist

- Quickly learn new technology to meet project goals in both team and self directed environments.
- Experience with a wide range of operating systems, diagnostic tools, test equipment, troubleshooting techniques, peripheral installation, system building, and printers (desktop/ wide format/ press —Canon C6000).
- Specializing in coordination, hardware, software, networks, administration (active directory) and databases.
- Consistently doing the seemingly impossible with limited resources.

Education

CAPITOL COLLEGE — Laurel, MD

B.S. Computer Engineering Technology May 1993 ● GPA 3.7/4.0 four year degree *Cum Laude* ● Alpha Chi Honor Society

University of Maryland — College Park, MD

B.S. Electrical Engineering May 1986 ● GPA 2.5/4.0 four year degree

Technology Summary

- Training** Sage MAS 200 3X Support, Crystal 10X Report Writing, Advanced Crystal — VICOR Bethesda, MD
- Certificates:** Sage ACT 2007 Power User— Stewart Technologies (STI) Columbia, MD
- Systems:** Univac 1100/Mainframe, DOS 3x/5x/6x, Lantastic, MAC OS 10x, Novell Netware 2x/3x/4x, Windows 9x/Me/NT/2000/XP/Vista/Server 2003 Standard R2
- Databases:** Access 97-2003, DB2/3/4/5, Fox Pro Relational Databases, Sage ACT 9 (2007) CRM
- Languages:** Ada, Basic (GW, Visual, Visual for Access), C, C++, FORTRAN, HTML (includes CGI, CSS, Java Scripts) Lisp(for Artificial Intelligence),Pascal (Apple,MS), SQL
- Software:** Adobe (Acrobat, Dreamweaver & Photoshop) Lotus (123, Approach, Notes) EZCOM™ EDI, Office Suite (Access, Excel, Front Page, Outlook, PowerPoint, Publisher) Nero, Office MAC, QuickBooks, Roxio, Sage (ACT, MAS 200 ERP, Peachtree)
- Writing Skills:** ISO9001 Engineering Reports, Procedures, RFQS and RFPS

Work Experience

KEG SOLUTIONS — Burtonsville, MD

IT Consultant: (7/2011 to present) Currently providing: IT Specialist, PC Specialist, System Administration, Desktop and Laptop setup, training, moves and changes, software installation, etc., Network Specialist and Installation, Crystal Report writing, website creation and administration and marketing campaign services to the general public.

BIG FISH INC — Linthicum, MD

IT Coordinator: (1/1999 to 7/2010) I was the entire IT Department in charge of providing solutions to all technical aspects of the production of fine Art. I supported Administrative Staff, Accounting, Executive, Marketing, and Sales Departments. Duties included but were not limited to Help Desk, PC Specialist, Database Specialist, Network Engineer, Network Administrator, Web Master and troubleshooting manufacturing equipment. Hardware included: PCs, Laptops, MAC, Blackberry, I Phone, copiers, fax machines, printers (desktop, Epson wide format, Canon Image Press C6000), and Videx Omni Wand hand-held barcode scanners. My Access Applications added functionality to the accounting system.

SELECTED ACCOMPLISHMENTS:

- Created, supported and maintained the “**Work Ticket Program**” for over ten years. Work Ticket is an Access 2003 Database of over 15,000 product design specifications including images of the finished goods. This

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application produces all the required paper work including a floppy disk to control the OMGA automated saw and makes it possible to fill customer orders. This greatly improved the production process over hand written work orders and saved the company the consultation fees required to implement Sage MAS 200 Work Order.

- Consistently reduced operating costs by creating applications utilizing existing software. Examples include: “**Big Fish Customer Service Database**” (Outlook/Access) which performed customer response management tasks until ACT could be implemented, “**Best Sellers**” (Access/MAS which created sales reports for targeting marketing projects, “**Box Label**” (Access/MAS which produced inventory control labels) , “**Freight Report**” (Access/MAS which tracked incoming and outgoing freight costs which determined shipping polices) , “**Negative Report**” (Crystal report made part of MAS for determining which of 40,000 inventory items have a negative supply used by Resource Planning Department) and **Excel Macros** to imbed images into spreadsheets .
- Regularly reduced the need for consultation and new software: Examples include: regularly importing data into ACT from MAS and Excel Customer Databases, acting as ACT Administrator, programming the Sonic Firewall to allow pilot program to have a common calendar in Outlook without installing Exchange, maintaining Corvallis Point of Sale System, installing Remote Salesperson (MAS 3rd Party/Hightower™ Add-in) which utilized Palm Pilot PDA with barcode scanner, implementing EDI trading with major accounts Bed Bath and Beyond, Home Depot and Bon Ton via EZCOM software, implementing trading with Basset and FrontGate via their web based EDI software, installing Ipswitch IMAIL email server and Arial Campaign Enterprise to send mass emails, interfacing ACT to Swift Page for sending, recording and tracking mass email and survey responses
- Weekly worked in Front Page to create one page website emails in conjunction with Graphic Arts.
- Set up Epson wide format printer and RIP Software on MAC in an IBM environment to speed up the production of Artwork created in house.

AWARDS: Employee of the Quarter 2008

REASON FOR LEAVING: Laid off then Company went out of business

SUPERVISOR: Ron Miles, Vice President of Operations

DUNN/IDP — Gaithersburg, MD

Test Engineer: (11/1996 to 12/1998) Responsible for conduction of ISO9001 Engineering Tests on PC products to ensure compliance with government client RFPs. Duties included acting as Tier II Technical Support and maintaining driver database for all company products. Outside clients were supported via phone and email.

SELECTED ACCOMPLISHMENTS:

- Solved incorrect BIOS setting problems which enabled production with the STB video card to continue.

Reason for leaving: IDP was purchased by Dunn Computers. Dunn moved the entire operation to Sterling, VA.

Supervisor: Doug Tran, Lead Test Engineer

CITIZENS SAVINGS BANK — Gaithersburg, MD

PC Specialist: (7/1993 to 10/1996) Responsible for operating a Help Desk in support of Lotus, Lantastic and Novell Networks for HQ and fourteen Branches around Montgomery County. I was a participant in “Disaster Recovery Team”. I maintained hardware and software inventory in compliance with Anti-Software Piracy Laws. Duties also included implementation of Bank wide “PC Back up Program”, Operator of Oracle Reports on Bank Main Frame when primary

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operator absent, production of white box desktops for bank personnel, maintenance of wire transfer machine, and Fannie May and Freddie MAC Lending software.

SELECTED ACCOMPLISHMENTS:

- Re-setup Novell & Lantastic Peer to Peer Network and printer sharing when Bank moved from Silver Spring, MD.

REASON FOR LEAVING: Citizens Savings Bank purchased by Provident Bank and all Citizens Personnel given departure dates.

Supervisor: Debbie MacArthur, Manager DPMIS