

Joseph Norwood
Fort Collins, CO 80525
JosephNorwood@Yahoo.com

SUMMARY: IT professional with over 25 years in the computer industry. Diversified background includes 6 years supporting AutoCAD in an engineering environment, 2 years developing and maintaining departmental web pages, 9 years experience supporting Unix-based mainframes, 4 years as a lab technician in an R&D laboratory, and 2 years in the field installing and maintaining PC hardware and software.

TECHNICAL SKILLS:

Software	Database	Programming	Operating Systems
<ul style="list-style-type: none">• AutoCAD 2000-2011• MS Office Suite• MS Outlook	<ul style="list-style-type: none">• MS Access 2000• Teradata• Made2Manage	<ul style="list-style-type: none">• HTML• Dreamweaver• MS Frontpage	<ul style="list-style-type: none">• Windows• UNIX• Novell• MS-DOS

PROFESSIONAL HISTORY:

10/03 - Present **Ceilings Plus – Los Angeles, CA**

Engineer / IT Support (2003-Present)

- Installed, repaired, and maintained workstations and peripherals.
- Assisted in the troubleshooting and repair of servers and network.
- Responsible for the installation and configuration of Windows operating systems, Office Suite, AutoCAD, and other supporting software.
- Provided technical assistance to associates as required.
- Updated and maintained company website using dreamweaver and photoshop.
- Designed ceiling systems based on customer specifications and requirements.
- Provided necessary support to estimating and manufacturing.
- Documented written procedures and guidelines for engineering.

05/97 – 12/01 **NCR – El Segundo, CA** (Formerly AT&T)

Test Engineer (1999-2001)

- Conducted test cases for certification of UNIX, Windows, and Teradata software.
- Reported and tracked product failures during test efforts.
- Created and maintained departmental web pages using HTML and JavaScript.

Systems Test Lead (1997-1999)

- Supervised Systems Test associates and equipment.
- Rendered performance appraisals of System Test associates.
- Assisted in training technicians and assembling test lab for transitioning of department to Peachtree, Georgia.
- Performed System Test duties listed below.

02/92 – 05/97 AT&T – El Segundo, CA (Formerly Teradata)

Systems Test Technician

- Installed and maintained UNIX-based mainframes for testing repaired hardware.
- Met or exceeded shipment deadlines for refurbished multi-node systems.
- Sustained ISO 9000 requirements.
- 7/24 on call rotation.

10/87 – 02/92 Teradata Corp. – El Segundo, CA

Senior Draftsman (1991-1992)

- Generated assembly and fabrication drawings using AutoCAD on a Sun workstation.
- Created and sustained support drawings and documents for printed circuit boards.
- Resolved and incorporated engineering documentation discrepancies and specified design changes.

Engineering Lab Assistant (1987-1991)

- Assisted in maintenance of R&D Laboratory.
- Reworked and tested proposed engineering changes and fabricated engineering prototypes.
- Maintained general lab equipment including personal computers, test equipment, test beds, and Teradata's DBC1012 Relational Database Systems.
- Coordinated demonstrations of new test equipment.

04/85 – 10/87 Microserve, Inc. – Anaheim, CA

Field Service Technician

- Installed, repaired, and maintained personal computers and peripherals.
- Worked with customers to ensure hardware and software functioned to meet customer needs.
- Achieved highest on-site closure rate as a field technician.

EDUCATION:

ABC Adult School – Cerritos, CA

AutoCAD 2002, AutoCAD 2004, AutoCAD 3D Modeling, AutoCAD Secrets Revealed, Solidworks

Practical Data Processing Inc. - Artesia, CA

Certificate Of Computer Office Automation – Information Technology

Cerritos College - Cerritos, CA

AutoCAD, HTML, Visual Basic 6.0, JavaScript

NCR Education Services – El Segundo, CA

UNIX, Shell Command Language for Programmers, Large Systems Architecture, NCR Disk Arrays, SQL, Teradata Database Administration, Quality Education System, and American Management Association Supervisor Training

NovaQuest InfoSystems - Torrance, CA

Certified Novell 4.1 Administrator

Practical Schools - Anaheim, CA

Certified Computer Technician