

**Bairn1Richard G. Hamell**  
**4855 SW Menlo Ave**  
**Beaverton OR 97005**  
**(971)222.7569, [Rick@Hamell.net](mailto:Rick@Hamell.net)**  
**<http://RickHamell.com>**  
**<http://1nova.com/Blog>**

**Objective:**

I'm looking to leverage my wide range of experience across multiple software and hardware platforms. I would most be interested in a position that would utilize my Project Management experience, and allow me to develop my Team Lead and Management Skills. The ability to learn new technologies, methodologies and skills is a must. I thrive best in high pressure, short deadline work place.

**Skills:**

- Server Technology: FreeBSD, Solaris 8/9/10, Windows 2000,2003 Server, Mac OSX Server, Linux, Irix
- Desktop Operating Systems: Mac OSX 10.0-10.6, Windows 95/98/2000/XP and Vista, Red Hat Linux, FreeBSD, CentOS, Irix
- Hardware: Apple Macintosh, IBM PC, Sun Sparc, SGI, Commdore/Amiga, some main frame experience
- Design Software: Adobe Applications, Quark, Maya, Autocad, Shake, Macromedia, Houdini and many others
- Office Applications: Microsoft Office ver.5 – ver.2008 both Mac and PC versions, Open Office, Star Office, NeoOffice – Mac, Linux and PC versions
- Networking technologies: IPX/SPX, TCP/IP, Appletalk/Bonjour, NetBios, Lantastic
- Remote Management: VPN, Windows Terminal Server, Filewave, Microsoft Desktop Central, ssh, telnet, Microsoft Remote Desktop, Apple Remote Desktop
- Writing: Documentation of Procedures, Knowledge base articles, and technical documentation
- Project Management: Focused on reducing waste and costs company wide from an IT perspective
- Other Software: Please ask specifics

**Certificates:** (not current or complete)

- Six Sigma/Green Belt – Lockheed-Martin Project Management Leadership
- Customer Service Certification – Lockheed-Martin helpdesk certification
- Apple ACTC - Server and Client Support
- Lantastic Certified Technician
- Novell Certified Administrator
- A+ Technician
- ACS Certified Help Desk Technician

## **Work Experience:**

### **System Support Administrator**

Laika, Inc

2006-2009

- Provided 24/7 phone, email and physical support for Major Stop-Motion Picture Coraline
- Maintained high end workstations to meet extreme deadlines and high value work stoppage issues
- Imaged, configured, and deployed Macintosh, Windows and CentOS workstations
- First level server and network support
- Primary support person on a wide variety of issues, including desktop software, hardware troubleshooting, to integration with 3D Imaging technologies, onsite and offsite mass storage, render farm queuing and submission.
- Documented work flows and created Knowledge base articles
- Provided unique and efficient solutions for technical problems, both IT related and on screen challenges
- Ordered and maintained hardware and software inventory
- Instrumental in keeping IT the only department under budget for the movie Coraline

### **Advanced Macintosh Desktop Support**

ACS, Inc (Formerly Lockheed-Martin,) Beaverton, Oregon (Supporting Nike, Inc and it's subsidiaries such as Hurley International, Converse, Exeter Brands, Bauer Hockey, Cole Haan. Also Symetra (formerly part of Safeco,) Disney/Pixar, Hallmark,,and many other ACS clients world wide.

2000 – 2006

- Help Desk Technician for two years
- Desktop Technician for one year
- Advanced Macintosh Desktop Technician for three years
- Team Lead for second level support team
- Provided second and third level hardware and software support for Macintosh Clients and support personnel around the world.
- Beta Tested and recommended new hardware, software and other technologies for corporate-wide use
- Interfaced with outside vendors to provide support for clients
- Interfaced with internal groups to help them research and meet Macintosh Client requirements
- Provided cross platform support between multiple OS environments on both the client and server side.
- Provided leadership for several process improvements, the most notable saving the company \$84,000 in lost time a month. Another helped decrease hold times on a high volume help desk to exceed contractual obligations.
- Administered Apple OSX based servers and software push methodologies such as Filewave
- Created, documented, and maintained multiple processes ranging from hardware imaging, beta testing and rollout, customer feedback to customer data backup policies for the Macintosh Platform and Windows Platforms

### **Return/Repair Manager, Help Desk Technician**

StoreChek Systems, Portland, Oregon

1998-2000

- Help Desk Technician for six months, part time for one year
- Built, Configured and shipped customer workstation and server orders
- Handled all customer repair and new equipment orders via phone and email
- Provided second level Novell networking support
- Provided first and second level support of custom financial application to customers and field technicians
- Provided second level support for Windows based clients
- Beta and Quality Control tested custom financial application
- Beta tested and recommended new products and solutions for customers

### **Shop Technician**

HPC Computers, Gresham Oregon

1998

- Built and Configured FreeBSD based servers and for Universities, Military, and NASA
- Built and Configured Windows based clients for business and personal users.

### **Assistant Network Technician**

Mt. Hood Community College

1995-1996

- Assisted with maintaining and securing campus wide network
- Trained and provided second level support of Lab Technicians
- Assisted with managing Lab Technicians
- Provided first level support for all Macintosh and PC clients

### **Lead Technician**

Quality Computer Services, Gresham, Oregon

1993 – 1998

- Sold, Built and provided support to walk in and telephone customers
- Provided Network and client support for local businesses
- Managed 3 other technicians
- Managed part inventory and beta tested new products
- Ordered new parts as needed

### **Other:**

- Proof-read “FreeBSD Corporate Networker’s Guide” by Ted Mittelstaedt
- Maintain IT/Technology blog: <http://1nova.com/Blog>

**References:** Available upon request