

Eddy L. Arnold

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Career Highlights: I enjoy the fast-paced, high-tech lifestyle working in IT. Some of my greatest accomplishments include: three US Navy Commendation Awards from Captain of Command, running a successful IT business supporting small businesses with their technology needs, and being an innovative technology leader for the Delphi Center and the University of Louisville community.

Technology

Manage server-side applications:

Adobe Connect	Print Servers	User Administrator
Spiceworks Ticketing System	Blackboard (user) Administrator	Group Policy Administrator
File Servers	Software Deployment	

Manage 60 administrative users' technology devices: desktops, laptops, tablets, phones, and other devices.

Manage 100+ portable lab computers.

Prepare software and hardware for security audits on credit card PC work stations.

Serve as technology consultant and trainer for 30 to 50 individuals and ten small businesses per year.

Provide support for most modern operating systems, from Windows XP to present, OSX, iOS, and Android.

Serve as a beta tester for new OS and software, currently testing Windows 10 and Office 2016.

Administer VMware Server hosting, currently moving four physical systems to virtual.

Leadership

Perform as the lead system administrator, technology consultant, and marketing manager for Adams Construction for the last ten years.

Serve as technology consultant for five to ten small businesses in the Louisville area.

Research and lead decision maker for technology purchases: software, servers, services, computers, tables, and phones for UofL, small business, and individual clients.

Researcher for departmental needs and integrating new technologies into the Delphi Center as well as other departments within the university.

Communication

Synthesize knowledge of information technology and users' needs to design efficient systems and processes for my clients.

Develop and present technology training to UofL faculty and staff.

Submit reports from ticketing system to track issues within the department.

Help clients define problems and develop technology solutions.

Design

Build WordPress websites for small businesses:

Examples:

call28build.com	~500-600 visits per month	salon583west.com	~150 visits per month
smokehaws.com	~200 visits per month	healthdaddywow.com	~200 visits per month

Create and design presentations to teach technology short courses to college faculty and staff.

Create and design ads in newspapers and magazines for small businesses using Adobe Creative Suite.

Create and design business cards for small businesses.

Edit and touchup photos for individual clients (repairing and restoring family photos, rips, tears, scratches, color correction).

Work Experience

Technology Specialist Senior

University of Louisville – Delphi Center, July 2003 to Current

- Senior Tier One responsible for technology support for 60 administrative employees' desktops, laptops, cell phones and three mobile computer labs, totaling over 250 PCs and Macs
- Administrator of university-wide server applications; including Blackboard, Flash Media Server, and lead for Adobe Connect Pro and Apple Server
- Teach two to four classes per month to university professors on use of technology applications, new technologies, Blackboard, and Adobe Presenter
- Administer departmental OU and GPO in Active Directory
- University committees; Information Security Awareness Team, Tier One Advisory Group, Departmental Web Committee
- Recently completed Support Tickets project that included server and application setup, training, and support. All faculty, staff, and students use this system to get support for their online courses, 6000+ tickets go through this system per year

Computer Services | Webmaster

Self Employed, January 2002 to Current

- Website design using HTML, CSS, and CMS
- Small business and residential computer support services
- Services include: technology consultant | hardware and software installation, setup, and repair | small business and home networking and wireless networking | small business advertising and implementation | data recovery and data migration | operating system installation and configuration | website management | computer training

System Administrator | Webmaster

Adams Construction, January 2006 to Current

- Complete website design, layout, and implementation
- Use industry Search Engine Optimization tools, such as key word matching, Google Analytics and AdWords, and Facebook ads to track and promote this site, effectively growing this business
- Layout and design for newspaper and magazine ads, banners, promotional products and expo booths
- Administer email, file server, 6 networked desktops, and all technology support

Petty Officer Third Class Boatswains Mate

US Navy, July 1997 to October 2001

- Security Assignment (E4 Status) in Bahrain - Middle East
- Department Office Manager (E4 Status) on US Navy ship in Sasabo, Japan

Skills

- Website layout, design, and marketing
- PC building and installation of OS and software
- Network administration
- Problem solving and troubleshooting
- Training and teaching short courses
- Project Management
- XP|Vista|7|OSX, PC and Mac server administration
- Adobe Creative Suite

Honors

- "Successful Supervisor" – 10 week supervisor training course from the University of Louisville in 2012
- Project Management Certificate from the University of Louisville in 2013
- US Navy Honorable Discharge | US Navy and Marine Corps Achievement Medal | US Navy Good Conduct Medal | Three US Navy Commendation Awards from Captain of Command
- World travel to Japan, Australia, Singapore, Indonesia, China, Korea, Chile, Peru, Bolivia, and Argentina