

Mission Statement

To combine my experience in computer technology with my education and passion for business; while working for an ethical global corporation; providing my family with the best possible quality of life.

Summary of Experience

I have over ten years experience in the computer industry, including responsibilities as a Director of Information Systems, Programmer, Trainer, Technician and other support roles. In my experience I have achieved great knowledge preparing budgets and departmental reports, working with telecommunication and sales contracts, drafting training and technical documentation. I have also experienced the value of increasing productivity through improving communication and documentation.

My experience working with public, private and government/non-profit organizations has given me a tremendous advantage to see things at a different angle. My background in both healthcare and educational environments has given me a global view, and allows me to apply my expertise in unique ways.

Technical Summary

Operating Systems: Windows 98/2000/XP/2003/Vista, Linux. **Servers:** Linux, Novell, Windows 2000/2003, VMWare. **Development:** PHP, HTML, CSS, Flash, JavaScript. **Networking:** Cisco IOS, Routers, Switches, Firewalls, VPN, Access Points, DSL/T1 Lines. **Telecommunications:** VOIP, E-Mail, Unified Communications. **Database:** MySQL/Oracle, FoxPro, Access. **Applications:** Office, Medical Billing, EDI, Accounting Packages, Point Of Sale.

Education

Hayworth College of Business - Western Michigan University

Kalamazoo, MI

Bachelors Business Administration (Computer Information Systems)

December 2006

Course Summary

Programming (Visual Basic, Java), **Systems Analysis and Design** (System Development Life Cycle), **Business Database Applications** (Data Modeling, Data Dictionaries, Normalization), **Data Mining** (Data Prediction, Classification and Segmentation), **Internet Programming** (HTML, JavaScript, CSS), **Other Business Classes** (Marketing, Finance, Accounting, Statistics, Economics, Law, Productivity, Strategy, Communication and Management).

Detailed Experience

Rx Optical Laboratories Inc.

Jan 2003 – Present

Director of Information Systems

Directed Rx Optical's computer and telecommunication systems in a HIPAA environment. Analyzed business processes to determine inefficiencies, assign duties, and manage projects all while reducing costs. Designed corporate Intranet; transitioned manual paper reporting into executive dashboards and web based database driven reports. Developed comprehensive inventory tracking and ordering systems, setup electronic ordering with outside vendors, implemented state-of-the-art insurance billing and EMR documentation programs. Completed company wide network restructure, reducing phone and data costs. Extensively tested and implemented new point of sale application, trained staff, created procedures and documentation. Designed disaster recovery procedures, implemented extensive power and data backup systems.

Résumé of Andrew Barrows Northam

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Environment:

Novell, Windows 2003 and Linux Servers. VMware Workstation, Player, Server. PHP Programming, MySQL and FoxPro Databases, Apache web server. Cisco Switches, Cisco PIX Firewall VPN Routers, Barracuda WebFilters, ShoreTel VOIP Phones and Switches. Redhat Linux, Windows 98/XP Desktops. Gateway and Lenovo PC's. Microsoft Office Applications, various industry specific EMR and P.O.S. programs, accounting packages, insurance billing programs.

BancTec Service Corporation

Aug 2001 – Jan 2003

Lead Service Technician, SW Michigan

Provided on-site computer repair and troubleshooting across Southwest Michigan. Successfully completed over one thousand service calls, each with unique requirements, clients and timeframes. Coordinated daily schedule with local team to achieve optimal customer service. Maintained certifications with vendors on specific equipment.

Environment:

Dell, HP and Compaq desktops, servers and laptops. RAID arrays, printers and other computer equipment. Windows 98, ME and XP Operating Systems, basic windows networks. Dial-UP/DSL/Cable Modems, Routers, Access Points and Switches.

Kalamazoo Public Schools

Aug 1998 – Jun 2001

Computer Technician & Audio Visual Assistant

Maintained Computers, Printers and Network Equipment across district WAN. Assisted with training programs. Completed entire building network rollout projects. Assisted with technology department budgeting process. Designed and implemented Loy Norrix High School's television studio.

Environment:

Novell Server. Gateway desktop computers. 3com Ethernet and fiber switches. DOS/Windows 95/98, Microsoft Office. CATV distribution and amplification.

Starter Technologies

June 1998 – Dec. 1999

Lead Service Technician, Sales

Designed and setup personal computers. Worked with customers to meet their needs and budget. Provided phone and on-site technical support to business and home clients. Maintained inventory, in charge of ordering from vendors, coordinating service staff. Organized and setup for trade shows.

Environment:

DOS/Windows 95/Windows 98. Custom desktop computers. Microsoft Office and various accounting packages.