

**Richard F. Williams Jr.**

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**Education:**

Class of 1989: Eau Gallie High School  
1 Year: Brevard Community College (General Studies) (9/92-3/93)  
2 Years: (Junior) FL Institute of Technology (Science Education) (89-92)  
16 Hours: Teledyne Laars Gas Fired Heater Service (Cert.) (8/94)  
4 Hours: Harmsco Cartridge Filtration Mechanics (11/95)  
8 Hours: Baquacil Swimming Pool Chemistry (Cert.) (11/96)  
16 Hours: BioGuard Swimming Pool Chemistry (11/96)  
2 Hours: Conveyant Console Switchboard Training  
16 Hours: Web Page Design  
16 Hours: Advanced Web Page Design  
24 Hours: Cabling voice and Data Networks (Cert.)  
8 Hours: Teambuilding  
4 Hours: Human Diversity  
48 Hours: Professional Development  
16 Hours: Achieving Extraordinary Customer Service  
8 Hours: Total Quality Management  
40 Hours: Intranetware 4.11 Administration (Cert.)  
8 Hours: Computer Security and Data Protection  
8 Hours: Domestic and Workplace Violence  
4 Hours: Compaq Insight Manager  
32 Hours: Telecommunications Fundamentals I & II (Cert.)  
16 Hours: Basic Electricity Athens Tech College (5/01)  
8 Hours Inter-Tel DB Studio  
AB1/REE1180 Real Estate Appraisal (completed)  
Bachelor of Science Liberal Arts (Life Experience Degree)  
Master of Science Computer Information Technology (Life Experience Degree)

**Employment:**

5.5 Years: Publix Markets, Supermarket (7/86-12/92)  
1.5 Years: Old America Stores, Art/Craft and Picture Framing (12/91-5/93)  
3 Years: BLN, Wholesale Swimming Pool Supply (6/93-5/96)  
1.5 Years: Pool Mart, Retail and Internet Swimming Pool Supplies and Service (5/96-11/97)  
1 Year: Tape Deck, Auto Electronics Sales, part time (11/97-9/98)  
2 Years: Installation Station, Auto Electronics Sales and Install, computer networking, computerized inventory, computerized POS, telecom installation, part time (12/98-)  
5 Years: CyberConstrux, Computer/Telecom consult and install (97-01)  
.5 Years: On Patrol Video, Installation of mobile Police Surveillance Systems (7/00-12/00)  
3.5 Years: Florida Department of Children and Families, MIS (12/97-5/01)  
.5 Years: AYS, Network Administrator  
3.5 Years: Harbor Federal, Systems Engineer  
2.5 Years (Current): Indian River National Bank Information Systems

**Work Experience:**

**Stock:** Rotation, freight, purchasing, shipping/receiving, inventory control, safety.  
**Customer Service:** cashier (bonded), telephone assistance, packaging/custom packaging, counter, problem solving, custom ordering, custom sales, custom work, help desk.  
**Safety:** operating warehouse equipment, security, safety coordinator, hazardous materials handling, spill cleanup, loading/unloading, OSHA/ADA Compliance, training.  
**Accounting:** accounts receivable/accounts payable, collections, credit approval  
**Sales:** Telephone, Counter, Outside, Promotions/marketing/advertising, sales reports, customized solutions.  
**Driving:** sales calls, deliveries, repairs, CDL Class \*C\*. W-452-746-71-282-0  
**Supervisory:** coordinated up to 40 employees for evening shift and closing procedures (Publix), supervised up to 6 employees as Department Manager (Old America), directed 5 employees for delivery and inside sales (BLN), directed 3 employees for outside repair and maintenance duties (Pool Mart), supervised interns (DCF), Lead Engineer (HFB).  
**Computer:** Help Desk, Remote Troubleshooting, Telephone Troubleshooting, Staff Support, Purchasing, Administration, Installation, Specification.  
**Software:** .HTML, Microsoft Family (Office, Front Page, Access), Norton/Symantec, McAfee, Terminal emulation products, Many Others (Also Proprietary/dedicated), self authored databases.  
**Desktop OS:** Windows 3.1, Windows 95, Windows 98, Windows 2000, Windows XP, DOS.  
**Server OS:** Novell Intranetware 3.x-4.x-6x, Novell Netware Administrator/Console 1, IPX/SPX, TCP/IP, Windows NT Server, Windows 2000 Server, MSSQL  
**Email Servers/Clients:** Groupwise, Lotus cc:mail, Lotus Notes, Outlook, Thunderbird.  
**Infrastructure:** plant wiring, desktop wiring, Racks/Ladder, knowledge of codes, fiber, telephony (Certified)  
**Plan/Purchase/Install:** CAT5, 568A/B, USOC, new plant design topology and installation, turnkey voice/data installation and maintenance, Digital Data Circuits, all types of hardware, tools, New Branch Opening  
**Hardware:** Repair/build, NIC/modem, hubs/switches/routers, UPS, Servers, Back-Up, Disk Cloning, physical setup, Config Routers/Switches  
**Computer Use:** Desktop Publishing, Moderate graphics editing, Web page publishing, etc.

**Telecommunications:** Courtesy, Intertel programming/admin, auto attendant, Conveyant Console, plant wiring, wireless/paging/Nextel (administrator, account exec), communications integration, add/move/remove cross-connect, analog and digital (Incl. ESSX), solutions (hunt groups, tiered VM, forwarding, etc.), Digital Telephony (PBX), VoIP, Digital Circuits  
**Construction:** All phases of residential construction, residential and commercial swimming pools, industrial and business remodeling, hand tools, portable and stationary power tools, data/communications cabling/termination (infrastructure), communications rooms.  
**Automotive:** Custom audio/video, Security/surveillance, paint/body, upholstery, lighting.  
**Job Spec:** Specified time and material for picture frame bids, specify equipment/parts/interconnect and time for mobile audio and video installation, specified T/M for residential and commercial swimming pool/spa remodeling and new construction, specified industrial material handling equipment, specified installations of voice, data, POTS, PC's, servers, infrastructure, etc., specified entire facility from infrastructure to terminal, incl. software, circuits, PBX etc for branch location.  
**Tools:** Telecom (punch-down, butt-set, voltmeter, cable tester, etc.), automotive (wrenches, sockets, screwdrivers etc.), data (cable locators, cable testers etc.), network (software, monitoring), heavy equipment (welder, grinder, metal fab), fork lifts, electrical (solder, small hand tools, testers, multi-meters, tuggler), demolition (crow bars, sledge, jack hammers, recip saw), woodworking (chisels, planes, power saws, hand saws, hand and stationary power tools)  
**Training:** Responsible for OJT new hires (Publix), new hires/ongoing training (Old Am Stores), new drivers and inside sales personnel (BLN), new pool techs (Pool Mart), new employee orientation/basic telephone use/wireless use/data protection, email, basic computer use, etc (DCF), New tech training (HFB), Staff Cross-training (all)

**Personal Experience:**

**Construction and remodeling:** single-family homes, swimming pools, small business.  
**Automotive:** Repair, acoustic and electrical engineering, upholstery custom fabrication, custom installation.  
**Home Improvement:** Woodworking, Metalworking, electrical installation and repair, electronics repair.

**Notable Notes:**

1987 & 1989 Captain/MVP Eau Gallie High School Swimming  
1988 Student Panel "Helping Teachers Recognize Drug Abuse Symptoms"  
1990 Award for Safety, Publix Markets  
1990-1992 Judge for Brevard County Science Fairs  
1990-1992 DJ for WFIT Volunteer College Radio Station  
1991 Coach Brevard Junior Olympic Roller Hockey  
1993 Sponsor Eau Gallie High School Cheerleading  
1995 Chairman of BLN Central Florida Blood Bank Account  
1995 3M respirator certified.  
1996 Organizer of 1st Annual Treasure Coast Community Aids Network car show benefit  
1996 Demonstration Vehicle for Audio Control at Spring Nationals  
1997 Best in Show for 1996 Honda Civic  
1999 3rd Place Street Glow Nationals Vehicle Lighting  
2000 "Shining Star" award for Dedication and Customer Service (DCF)  
2000 Redesign/re-installation of cabling for 500+ jacks incl. 8 COM closets.  
2000 Responsible for complete turnkey design, infrastructure installation, cabling, server, PCs, telephony and implementation of a new 30-user sight. (DCF)  
2001 Member of Equal Employment Opportunity Committee (EEOC) FL DCF  
2001 Judge for USAC sanctioned SPL sound-off  
2004 First to return to check status of systems after hurricanes.  
2005 Solely responsible for two 100 user site rebuilds including infrastructure, WS, com, etc. and temporary service/relocation post hurricane.  
2006 Customized 'Indian Bank' Student Bank software for Vero Beach High School

**Personal Notes:**

Efficient, Family Oriented, Conscientious, Thorough, Organized, Loyal, Dedicated

**Leisure Time:**

Auto stereo installation, customization, troubleshooting, Auto Shows

**Current Responsibilities:**

Many software packages  
Windows Active Directory  
Enterprise Software deployment.  
Desktop OS/Image  
Building/Config/Install servers, Infrastructure, Workstations, Telephony.  
Open new branches including WS, SW, image, Telephony, circuits, 1FB's, routers, switches, etc. from scratch.  
All Telephony  
Assist holding company affiliates.  
Support holding company and affiliates with AD software deployment.  
200 user environment

