



Honeywell



Aon



*Presentation
of
Qualifications
1995-2025*

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APS Technical Group



SmartSource
Technical Staffing Solutions

Raymond E. Brooks

Raymond E. Brooks
29081 US HWY 19-N, # 255
Clearwater, FL 33761-2417

refrayes110606



1/15/2025 11:37

RESUME OF QUALIFICATIONS

Telephone/Fax: (727) 787-3401 **Cell:** (727) 310-1551

CAREER CRITERIA

A "Team" position within a quality organization where my expertise and experience in a technical environment as well as efficient organizational, team and training skills, will be an asset in any performance criteria. An atmosphere offering professional growth including advancement and long term development. And Especially in Quality Customer Care.

BIOGRAPHICAL MATRIX

- ⊕ Twenty-five years team/mgmt. and computer experience.
- ⊕ Twenty Years of Client/Customer/Staff Training.
- ⊕ Effective dexterity with PC's/Servers/Macs and Proprietary Equipment, Cisco Routers, Hubs,
- ⊕ Compaq/HP Servers/Windows 2000/XP/Viista/Windows 7
- ⊕ Extensive comprehensive skills with all applications.
- ⊕ Experience in e-commerce, Internet, ISP, Graphic and Commercial Arts, Designs and Development.
- ⊕ Able to Appraise and Resolve Situations.
- ⊕ Competence, Integrity and Respect for the Customer.

PROFESSIONAL PERFORMANCE

11/1/2012-Current
Current-Contract (As Needed)

SmartSource
Technical Staffing Solutions
Address: 480 East Roosevelt Road,
Suite 103 West Chicago, IL 60185
888-832-7823

This is an as needed contract position where time and place means the difference.
Providing timely support with un-equaled excellence.
This is a fast-paced technical solution position. When it must be done NOW! (One phone call, I am in transit)
Server maintenance, replacing hard drives, collecting and documenting inventories of companies.
Various and diverse technical projects.
Always expanding projects.

"Courage does not always roar. Sometimes, it is a quiet voice at the end of the day saying "I will try again tomorrow" Mary Anne Radmacher

**PROFESSIONAL
PERFORMANCE**
(cont.)

November-2012
Current-Contract (As Needed)



6820 South Harl Avenue
Tempe, Arizona 85283
800-INSIGHT (800-467-4448)

This is an as needed contract position where time and place means the difference.
Providing timely support with un-equaled excellence.
This is a fast-paced technical solution position. When it must be done NOW! (One phone call, I am in transit)
Server maintenance, replacing hard drives, collecting and documenting inventories of companies.
Various diverse technical projects.
Always expanding projects.

October-2009
May-2012



2495 Gulf To Bay Blvd
Clearwater, FL 33765
(727)669-5993

Inventory Management Systems (IMS), IT Support
This system is built on a linux platform with a windows 7 front end. Utilizing Motorola First Phone Technologies. Responsibilities include but not limited to training others for the systems, manage and develop as well as streamline the systems for cost and time efficiencies.

June-2007
March-2009



1659 Virginia Street
Dunedin, FL 34698
(727) 738-7100

Team Lead

The team is comprised of 15 to 22 individuals at any one time. As "Team Lead", responsibilities include but not limited to daily informational meetings and to encourage and develop the team skills and achievements as a team..
Weekly and monthly reports on ratings and other pertinent data. Team and group activities for fulfillment and long term growth.
Other responsibilities include monitoring and coaching as well as performance reviews and rewards.

March-2008

Reorganization/Globalization of Nielsen

**Team Leader**

With the globalization of the Nielsen Company, responsibilities increased 250 percent with a reduction in personnel the tasks and responsibilities now included documentation, interventions collective resolutions increased production in core operations to off-set the reduction in work force.

Preparation and training for new studies and new technologies and integration.

April-2006

October-2006

**Global Business Unit Materials Management**

Jabil Circuit, Inc. (Contract)

Nicola Jane Armstrong

10500 9th Street North

St. Petersburg, FL 33716

(727) 803-7549

Design, Create and Maintain three global websites specifically for global access by all Jabil and Cisco personnel.

www.gbumm.com
www.gbumm.net
www.gbumm.org

May-2005

June-2006

Merkle and Magri P.A.

550 North Reo Street

Tampa, Florida 33609

(813) 281-9000

**On-Site and Remote Support Specialist**

LAN/WAN Support, Desktops, Client Training and Support, Applications Training and Support, Administrative Support, PC Anywhere Hosts and Remote Access, Routers and Hub Support, All seen and unseen issues resolutions.

On-going Vistas

March-2000

Current-Contract (As Needed)

Sun State Capital Management, Inc. (Contract)

507 Prospect Street

Clearwater, Florida 33756-5625

(727) 461-3360

**On-Site and Remote Support Specialist**

LAN/WAN Support, Desktops, Client Training and Support, Applications Training and Support, Administrative Support, SharePoint 2007 Administration functions, Support, All seen and unseen issues resolutions.

On-going Vistas

March-1994
October-2003



The **APS** Technical Group

www.oicu.com

6705 Islander Lane
Tampa, FL 33615
(813) 891-1601

Chief Technology Officer

Responsible for all aspects of the business.
Critical Client Relations, Training and Development.
Dynamic e-agent development.
Dial-up accounts, e-commerce, web page design and maintenance.
Obtain and maintain Bay Area Businesses.
Networking, Desktops and Hardware.

As any Officer of any business responsibility to the Client is tantamount to Business Relationships. While technology advances with determination and vision and the growth of e-commerce and Internet, I have maintained the critical knowledge to all aspects of the Business.

"This is a hands on position."

March-1996
March-2001

TEK Systems

1408 North West Shore Boulevard
Suite 200
Tampa, FL 33607
(813) 286-2663

Assignment



Information Technologies

Chase Manhattan Mortgage Corporation
Chase Auto Finance

In my capacity at Chase Manhattan my duties and responsibilities are similar to all previous positions with all other Companies with the following additional Management Roles and responsibilities.
Information Technology manager for over six months.
Oversee the entire IT support staff.
To build an incredibly efficient and knowledgeable team.
Hi Profile, Hi Security data archives for the CEO and his subordinates.
Create Quality Customer Interface and Service.
Resolve tense field issues with customers in the outlying regions.
To create efficient systems for support personnel.
Rebuild a once poor image of Technical Support and Customer Service to a Stellar Star Performance Team.

November-1994
January-1996

Computer *Plus*
Staffing Solutions
11300-4th St. N.
Suite 115
St. Petersburg, FL 33716-2939
(813) 578 - 1121

Assignment

EDS **Xerox** End User Support
Client Server Technologies and Support

Systems Administrator for Novell and Access Builder.
Client assignments for extremely specialized technical support/training both on-site, locally and off-site, Florida and Georgia, Including but not limited to on-line support, applications support, technical clinics and training for integrated support of personnel to a virtual office environment, testing and implementation of new technologies and site development.

June-1990
July-1991

HONEYWELL/Western
Space System Group
Clearwater, FL

- ☐ **Project Office**
Project planning and implementation.
- ➔ **Space Station Freedom** (Director's Review)
Monthly project progress report compilation.
Levels I and II security clearance for specialized technical projects involving NASA, McDonnell Douglas and Boeing Aerospace. MACDAC audit.
- ☐ **Contracts Management**
Preliminary contracts negotiation to finalization.
- ☞ **Hand Controls**
Statistical documentation and procedures.

June-1984
November-2007

B.R.G.
1984-2007
Incorporated
6531-43rd Street North
Suite 1602
Pinellas Park, Florida 34665-5949
(813) 586 - 4032

- ☞ Design, Create and Maintain "www.oicu.com" since 1995
- ☞ Software designs and management.
- ☞ Computer and data security.
- ☞ Hardware maintenance and upgrades.
- ☞ On and off site trouble shooting with clients.
- ☞ Designs and development for new and existing products for patenting.
- ☞ On-site work for eighteen State of Florida Agencies.
- ☞ Develop "USER FRIENDLY" software formats.

**COMPUTER
LITERACY**

- ▣ Windows , All Versions
 - ⊕ Networking, upgrades, systems security
 - ⊕ Internet integration, e-commerce, ISP
 - ⊕ Web page construction-HTML (www.oicu.com) 1995
 - ⊕ Browser Technology
 - ▣ Microsoft software-All
 - ⊕ Lotus Notes and Applications
 - ⊕ Most proprietary software (Remedy, Orchestra, GMT, etc.)
 - ⊕ TCPIP, Workgroups Networks and VPN
 - ⊕ Hardware (PC's & Macs)-all, Bay Networks, Cisco
 - ⊕ OS/2-all versions, DOS-all versions, Linux-all versions.
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EDUCATION

St. Petersburg Senior High School
St. Petersburg Junior College-1969-1971
Canterbury College -1993-1995
Tampa College - 1995 -1996
Florida Metropolitan University-2000 & 2005
Masters Degree Computer Science

**OTHER
SPECIALIZED
EXPERIENCE**

Network Engineer
System Administrator for Novell 5.0
Share Point Administration Level
System Administrator for Sonitrol 5000
Watch Dog IP remote visual monitoring
Digital Security Systems

ORGANIZATIONS

1995-2000
1984-1987
1981-1982

Big Brothers Big Sisters Fund Raisers
Clearwater Feather Sound Rotary Club 1984-87
Pinellas County Deputy Sheriff (Voting Deputy Sheriff)

REFERENCES

Excellent Professional, included.
Extensive Professional and Personal on request.

"The future does not belong to those who are content with today, apathetic toward common problems and their fellow man alike, timid and fearful in the face of bold projects and new ideas. Rather, it will belong to those who can blend passion, reason and courage in a personal commitment to the great enterprises and ideals of American society."

-- Robert F. Kennedy

The EDS logo consists of the letters "EDS" in a bold, italicized, sans-serif font, centered within a solid black square.

Charles M. Surowiec
EDS End User Support / Xerox
800 Carillon Pkwy.
St. Petersburg, FL 34689

November 12, 1995

Dear Human Resource Manager,

I would like to take this opportunity to make a positive recommendation on behalf of Raymond Brooks. Ray has been with my organization, the Xerox Account Technical Support Center in St. Petersburg, Florida, as a contract employee for approximately ten (10) months. During this time Ray has provided significant contributions in many different aspects. Upon joining our team he immediately established his presence as a self starter. He demonstrated excellent work disciplines and the ability to function with little or no supervision. After approximately one month Ray was asked to temporarily back fill a vacancy in one of the Xerox District Offices as the sole EDS representative System Administrator, supporting the Local Area Network (LAN) and the Personal Computer (PC) population in Ft. Lauderdale. Ray stepped up to this challenge extremely well, and reestablished the credibility which was eroded by his predecessor. Ray returned to St. Petersburg after a permanent replacement could be arranged, and continued to perform beyond expectations as a Technical Support Agent on Xerox' Nationwide Client/Server Help Desk. Ray's natural leadership abilities surfaced and through selection by his teammates became the Second Shift Supervisor.

Ray is results oriented, always delivers quality results and service, and maintains a courteous professional demeanor. I therefore recommend Ray Brooks as a potential candidate for either a position as an individual contributor in PC/LAN technical support, or in a leadership capacity, especially dealing with the client/server operation environment.

Sincerely,

A handwritten signature in black ink that reads "Charles M. Surowiec". The signature is fluid and cursive, with the first name "Charles" being more prominent.

Charles M. Surowiec
Mgr. Southeast Region
EDS End User Support, Xerox Acct.

EDS/Xerox End User Support
Client Server Technical Services
800 Carillon Parkway
Saint Petersburg, Florida 33716
(813) 556-1000
Fax: (813) 556-1104



EDS Corporation • 800 Carillon Parkway • St. Petersburg, FL 33716

CSTS

Date: October 30, 1995
Subject: Letter of Recommendation for Ray Brooks

It is my pleasure to provide a letter of recommendation for Ray.

Ray provides excellent customer service and support at the Help Center and is always willing to go the extra mile to obtain an answer for a client. He is patient and professional and knows how to get quickly to the solution. He works well with the other representatives and has always provided encouragement and help to his team members. He is well liked by all and many times customers ask for him by name because of stellar service they have previously experienced.

I seek Ray's expertise and excellent counsel and have found his judgment logical and sound, consistent, and reliable. He truly contributes to making EDS a success and profitable company, and has that "extra plus" that makes the difference every time.

You are welcome to call me if I can provide further insight into this remarkable individual. My work number is 813-556-1091.

Sincerely,

A handwritten signature in cursive script, appearing to read "S. Waseka", written in black ink.

S.J. Waseka
Site Manager
CNE/ECNE

Chase Home Mortgage Corporation
4915 Independence Parkway
Tampa, Florida 33634



July 2, 1997

To Whom It May Concern:

I have known Ray Brooks since January, 1996 when he joined Chase Manhattan Mortgage Corporation in Technology Support as a contract employee. Ray was our designated PC technician and serviced approximately 300 to 400 users.

I can say without hesitation that Ray is one of the most knowledgeable and responsive technicians that we have ever had. Ray has excellent follow up skills and handled our problems efficiently and expeditiously. He often had answers to problems that no one else previously could determine. He cares a great deal about his users and made them feel comfortable discussing their technical problems with him. It didn't matter how small or repetitious the problem was -- he brought a smile and unfailing patience to the situation.

Ray has great people skills and the ability to interact with staff at all levels of the organization. He has an excellent sense of humor and frequently made his users laugh in the midst of stressful situations!

Ray would add value to any business or organization that he joins - he possesses that rare combination of competence, integrity, and respect for his user community.

I would be happy to discuss Ray at any time. I may be reached at (813) 785-2595.

Sincerely,

A handwritten signature in cursive script that reads "Marcia L. LeFleur".

Marcia L. LeFleur
Vice President
Investor & Financial Services

Chase Manhattan Mortgage Corporation
4915 Independence Parkway
Tampa, Florida 33634



May 28, 1997

*Ray Brooks
Network Services
4915 Independence Parkway
Tampa, Florida*

Dear Ray:

It is my pleasure to congratulate you on becoming a Service Star winner!

The Service Star program recognizes employees who deliver excellent service to both our internal and external customers. This Service Star is being awarded for your dependability and hard work. You have proven to be a quick learner and have a strong technical knowledge. Your nominator, Ansab Khan, feels you are always focused, friendly and courteous. You are an example of an employee living up to the Chase values.

Ray, your dedication to quality service is greatly appreciated by both your colleagues and senior management. Once again, congratulations on a well deserved award.

Sincerely,

A handwritten signature in dark ink, appearing to read "John Ryan", written over the word "Sincerely,".

*John Ryan
Vice President*

JR/cg

*cc: Carolyn Hughes, Local Service Star Coordinator
Ansab Khan*