

**Calex M. Thomas**  
6116 S. Wood St.  
Chicago Illinois 60636  
Home# (773) 434-5203

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## Professional Profile

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Highly qualified professional with more than 15 years of diverse support experience for corporate and non- profit organizations, Expertise in training and client interaction, customer consultation.

- Customer Service / Client interaction
- Computer Systems Operations
- Team Management
- Documentation & Correspondence
- Consulting
- Software Quality Assurance

## Education...

Argosy University  
350 N. Orleans  
Chicago, IL 60654  
Degree: Master of Arts in Education

### **Concentration: Instructional Leadership**

Robert Morris College  
180 N. LaSalle Street  
Chicago, IL 60601  
Degree: Bachelors of Business Administration

### **Concentration: Computer Network Systems**

Illinois Institute of Technology  
Daniel F. and Ada L. Rice Campus  
201 East Loop Road  
Wheaton, IL. 60187- 8489

### **Course: UNIX System Administration (SCO)**

## Experience...

### **Consulting**

#### **Computer Support Technician**

*Nov 2007 - Present*

Responsibilities: Install various software applications on laptop and desktop computers, configure personal computers for network integration, troubleshoot hardware and software application problems, and recommend modifications to existing systems and networks and provide other related customer support as needed.

### **The Princeton Review**

#### **SES Director of Development**

*Aug 2007 - Nov 2007*

Associated Tasks:

- Supervise daily activities for staff of up to 25 employees.
- Communicate with school administration on staffing and instructional issues.
- Manage and maintain client relationships
- Implement policies and procedures of the Executive Director

## **JP Morgan Chase**

### **Data Migration Specialist** (Contract)

*Dec 2006 - April 2007*

Associated Tasks:

- Review specifications and client profile requirements.
- Configure requested profiles and transmissions based upon client recommendations
- Perform functionality testing as indicated on applicable transmission schemes.

## **Abbott Labs IT/WINS**

### **Computer Operator** (Nights)

*July 2003 - April 2006*

Associated Tasks:

- Monitoring operations environment consisting of VMS, UNIX and Windows systems.
- Manage after hours backup and recovery activity.
- Respond to and log client help request via Remedy dbms.

## **Pfizer Research & Development**

### **Network Operations Technician** (Contractor)

*February 2001 - July 2003*

Associated Tasks:

- Monitoring backups and system activity on VMS, UNIX, Windows NT and Windows 2000 servers.
- Respond to and log client help request.
- Assist with problem resolution of client complaint or issues.
- Complete various additional tasks as assigned by the Operations manager.

## **CCH Incorporated**

### **Software Tester**

*February 2000 - February 2001*

Associated Tasks:

- Perform quality assurance testing on digital and printed media.
- Reject and retest media not meeting established standards and guidelines.

## **Consultant**

### **Computer Support Technician**

*Jul 1998 - Jan 2001*

Associated Tasks:

- Install various software applications on laptop and desktop computers
- Configure personal computers for network access
- Troubleshoot hardware and software problems
- Make recommendations for potential upgrades & modifications to existing systems.

*Evangelical Lutheran Church in America*

**Computer Operations Technician**

(HP-UX & IBM)

*September 1993 - March 1996*

Associated Tasks:

- Create the daily processing schedule utilizing the FAQS application.
- Update and Maintain JCL library
- Move new and modified programs and JCL from programmers' libraries to the production library
- Coordinate routine operations to include scheduled maintenance for mainframe & peripherals.
- Create and maintain all documentation on in-house processes and applications.

*Evangelical Lutheran Church In America*

**PC Technician, (Ancillary Duty)**

*January 1995-1997*

Associated Tasks:

- Provide technical support to clients consisting of computer upgrades, LAN menu modifications, software installations
- Install and resolve printer problems
- Relocate computers and peripherals as indicated.

## Skills & Certifications...



### Desktop Applications

Windows 95, 98, XP  
Windows NT, 2000  
MS-Office Suite  
Remedy  
Veritas & Veritas Execview  
Lotus Notes

### Desktop Hardware Tasks

Install and replace hard drive  
Install network interface cards  
Install sound and video cards  
Install and configure internal & external modems

### OS

SCO Open server v.5.0.4  
HP UNIX  
VMS

### Utilities / Applications

CA Unicenter  
Legato  
Maestro  
Autosys

## Accomplishments & Community activities...

### *Robert Morris College*

- Recognized on President's List – Multiple Semesters
- Graduated Cum Laude
- Member Sigma Beta Delta National Honor Society

### *Associations...*

- Member American College Counseling Association
- Member American Educational Research Association
- Member American Counselors Association

## Certificates of Recognition

### *Jubilee Faith Community Church for*

- Contributions to Youth Ministry and volunteer web page support

### *7<sup>th</sup> District Chicago Alternative Policing Strategy (CAPS)*

- For support of neighborhood youth activities programs

## References available on request