

Timothy L. Graves

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SUMMARY OF QUALIFICATIONS

- Qualified PC Technician with extensive knowledge of Windows 95/98/NT/2000/XP, multiple software applications and hardware repair.
- Proven troubleshooting and research skills for developing successful solutions to support issues, as well as ability to write effective documentation of technical procedures.
- Excellent customer service skills with proven effectiveness in organization and communication. Interpersonal skills, self-motivation, detail oriented and quick adaptation to new applications and technologies.
- Management of Windows NT, including setting up and configuring user accounts, printing environment and security.
- Familiar with network management tasks, including user and security administration, file/directory access, and remote access service, experience with FTP and TCP/IP protocols.

EDUCATION

- Associates Degree in Computer Maintenance Technology, Quinsigamond Community College, Worcester, MA, 1994
- Associates Degree in Electronics Technology, Quinsigamond Community College, Worcester, MA, 1995
- Pursuing Bachelor Degree in Education, Worcester State College, Worcester, MA
- Reserve/Intermittent Police, Mass. Criminal Justice Training Council Police Academy, 2002-2003
- Citizens' Police Academy, Worcester Police Academy, 2002

WORK EXPERIENCE

- D.J.'S FROM OUT OF BOUNDS / WWW.PROFESSIONALENTERTAINERS.COM, Worcester, MA **1983 – Present**
 - Business owner, special events entertainer, web developer
- TRADEMARK COMPUTERS / BELLMICRO, Marlboro, MA **1999 – 2003**
 - Maintained, analyzed, troubleshoot, and repaired computer systems, hardware and computer peripherals. Document, maintain, upgrades or replaces hardware and software systems. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performed a variety of complicated tasks. Lead and directed the work of others.
- TELEDATA COMMUNICATIONS, Bayshore, NY **1996 – 1998**
 - Provided support to end users on a variety of issues. Identified, researched, and resolved technical problems. Responded to telephone calls, email and personnel requests for technical support. Document, track and monitored the problem to ensure a timely resolution.
 - Designed and constructed web page/sites including incorporating graphic user interface (GUI) features and other techniques. Maintained and provided ongoing design of the website, promos and ad banners, seasonal content specials. Developed and maintained the company's portal. Performed backups and ensure user accessibility to the site. Monitored site traffic and helped scale site capacity to meet traffic demands performance.
- WALTERS COMMUNICATIONS INC., Shrewsbury, MA **1995 – 1996**
 - Constructed, maintained, and tested electronic systems and components. Operated on site in an on-call capacity. Duties included performing installation and routine service and repairs of a variety of electronic equipment such as instruments of communication, surveillance, alarms etc.

HONORS / COMMUNITY SERVICE

- Reserve Deputy Sheriff, Worc. Country, 2002-Present
- President, Society of American Magicians, 1999-Present
- Charter Organization Rep., Boy Scouts, 1999-Present
- Eagle Scout, Boy Scout of America, 1991
- National Eagle Scout Association, 1991-Present
- President, Student Senate, Quinsigamond C.C., 1995
- VP, Student Senate, Quinsigamond C.C., 1994
- Outstanding Student Leader, Quinsigamond C.C., 1995
- National Collegiate Student Government Award, 1995
- Special Leadership Recognition Award, 1994
- Key to the City of Worcester, MA. 1991
- Who's Who's Among Students in America Schools, 1991
- Camp Director, Kidz Camp, 1988-1995