

**To contact me please email jrichtman <at> gmail <dot> com**

**Education:**

Keokuk High School 2001

General education (GED) acquired in 2001 from JWCC Quincy IL

Attended Foley Belsaw online course in computer repair in 2001

**Experience/ Work History:**

**Vatterott College 2008-present**

Substitute teacher for CT (Computer Technologies) Class, consisting of A+ and Network+ materials.

**Eagle Technologies 2006-2008**

PC Repair, networking, software and hardware based troubleshooting hard drive, ram, cpu testing. Data backup such as hard drive cloning daily activity. Customer service responsibilities included making sure customers were happy with work performed and check up on past customers to see if any further help was needed.

Some basic web development with MYSQL / PHP required use of Bluehost hosting company, PDGsoft shopping cart, and Yourpay.com payment gateway services.

Craig Hall 224-8535 (Answering machine after 9pm)

**Interlink L.C. 1999-2006 (This company seems to have closed down)**

Technical support (Phone based and face-to-face) Included software and hardware troubleshooting, networking with wired cat-5/5E/6 and wireless 2.4ghz / 5.8ghz equipment. Knowledge of Filemaker Pro and ISP Gold used every day for all activities. Quick books basic use was also required. Other duties included data recovery, system backup (Hard drive cloning, incremental backups, and data integrity testing via md5 hashes). Linux shell scripting to automate tasks such as searching logs for data, or combining several data files into one readable log. Setting up file servers, ftp servers, and checking mail servers for problems. Use of Samba, Apache, and other linux based services used everyday. FTP and SSH clients such as Filezilla, wsft pro, putty and telnet as well as small usage of virtual machine software (vmware). Remote support tools such as vnc and ultrvnc used on regular basis.

Brad Kline 319-524-2895 (Company no longer in business closed 2008)

### **Certifications / Skills / Projects involved in:**

- A+ certification obtained 3-3-08 from Vatterott College (601 and 602)
- PC repair certification obtained 2001 from Foley Belsaw (Basic pc repair cert)
- 12 years of experience in networking, repair, and troubleshooting of major Operating Systems such as Windows, Linux, and Mac.
- Trained Eagle Technologies staff on usage of Bluehost web hosting service as well as created basic manuals for office use and training.
- 5+ years of Apache, Samba, IPCOP, Smoothwall linux server experience.
- Created documentation and manual for Mastershaper QOS server for web based wiki (Now outdated)
- [www.fixya.com](http://www.fixya.com) (Web based help system technician / support)
- [www.crossloop.com](http://www.crossloop.com) (Web based help system technician / support)
- Currently keep up on tech news and windows/linux updates and patches, as well as dozens of blogs, newsgroups, and knowledge bases of large companies such as Microsoft, red hat, sun, Solaris, networking, and new technologies.
- Maintain personal website <http://www.jeicrash.net>
- Several years of installing linux packages and web packages from the command line and from web interfaces.
- Four years experience with XAMPP and LAMPP packages for web development and quick server setup on multi-os.
- 5 Years experience on creating bootable cd's for system recovery/backup/troubleshooting such as UBCD4WIN, Knoppix, Helix
- 3 Years of experience working with the AUDITOR/Backtrack bootable cd to troubleshoot and test networks.

### **Misc activities:**

I enjoy re-using old equipment for projects, such as creating arcade type systems with the MAME emulator package, dosbox emulator, and web based jukebox systems using GEEXBOX. I pride myself on being able to find a use for almost any old computer not only to keep it out of the landfill but also to build something fun that allows me to learn more about computers.

Attended Jr Jaycee's for two years while I lived in Keokuk, IA helped out at several teen centers such as Skate N Challenge and K-town Underground.

Provided training and technical help to many senior citizens at their homes who could not afford to take their computer in for repairs, or unable to move their computers. Helping people understand technology has been my for most reason for learning many of the skills I have today.

References page:

Ed Vinson (Vinson Media Group):

Relationship: Friends

I have helped Ed with computers and web based applications on several occasions. He has a self made business of creating videos for advertisement and training.

Contact info:

edvinson@keokuk.com

319-524-1087

Keokuk IA 52632

Joe Scott (The Inertia Center for boys and girls):

Relationship Friend and past co-workers

Joe and I worked at Interlink L.C. together.

Contact info:

webmaster@inertiacycenter.com

Office number: (319) 524-5060

Dave Mass (Dwaz Lures):

Relationship: Created e-commerce website for his business.

Contact info:

217-224-6794