
Summary

A seasoned IT professional with 27+ years of experience in a variety of environments, I've been a team member/team leader and I've worked solo on major stand-alone projects. On many projects, I've been involved in every aspect of the development life-cycle. I've been responsible for everything from acquiring the hardware and installing the operating system, to designing/maintaining the databases, and writing/testing/implementing all software code. I've also spent the last 17+ years working as the lone technical support person for three different companies. I've been responsible for providing networking, computer hardware, server administration and help desk services.

My strong communication skills have allowed me to be successful in working with customers to define requirements, and end-users with training/implementation/maintenance issues. I take pride in the fact that I'm a self-motivated individual able to quickly pick up new skills, work with little to no supervision, as well as work with team members in a co-operative environment.

Highlights

- Proficient in multiple operating systems (Windows, Mac OS, Linux)
 - Server Admin (Linux, AWS, VoIP, VPN, DHCP, DNS, Google Suite, MS Server, MS Active Directory, NAS)
 - Web Developer (PHP, JAVA, CSS, jQuery, JavaScript, HTML, HTML5, Python, Perl, Apache)
 - Database Admin (MySQL, PostgreSQL, MS SQL Server)
 - End User trainer
 - Strong communication skills
 - Proficient troubleshooter
 - Hardware configuration
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Experience

9/2017 to Present **Independent Contractor** Knoxville, TN

I was solely responsible for provisioning EC2 linux instances, RDB instances, and S3 data storage buckets for use with custom-built web applications for a local Knoxville customer. I was instrumental in acquiring 24/7 threat detection, log monitoring, and web application firewall services from Alert Logic to provide security for their AWS platform. I was responsible for developing and maintaining software for both intranet and cloud-based applications using PHP, JAVA, Python, HTML, CSS, jQuery, and JavaScript. I was also responsible for designing/maintaining all databases (MySQL & MariaDB), including development of stored procedures and functions for producing reports for management and customers.

1/2015 to 9/2017 **National Branding Solutions, LLC (NBS)** Knoxville, TN
Director of IT

- Maintain all servers (AWS, VoIP, VPN, DHCP, DNS, Intranet, NAS)
- Maintain company LAN
- Maintain company website
- Daily Backups
- Set up devices for new employees (Laptop, Mobile Phones, Tablets)
- Design/Develop/Test in-house Project Management Software (PMVue)
- Develop in-house scripts/utilities for use by the Project Managers.
- Provide support for all 3rd party applications (MS-Office, Google Suite, Acrobat10, Virus Protection)
- Maintain in-house hardware (Computers, Printer/Copier, etc.)
- Provide help desk services for hardware/software issues for all employees.
- Worked with company management team to develop solutions for day-to-day company issues.
- Train employees/end-users in use of software applications (both in-house and 3rd party)

John R. Helterbridle

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| 10/2000 to 12/2014 | HealthSlide, Inc. (HSI)
Sr. Technical Consultant | Knoxville, TN |
| | <ul style="list-style-type: none">• Lead Developer for MedView - Physician portal/EMR providing patient data to hospital practitioners.• Lead Developer for WebControl - Provides applications support personnel monitoring, control, and searching capabilities for the Boomerang Interface Engine product.• Lead Developer for Power Help Desk - Help Desk Trouble Ticket/Employee Time Tracking system. Allows a company to fully manage user tickets, assign tickets to IT team, and track customer contacts/locations/assets. It also provides the ability for IT Team Members to record hours worked, Supervisors the ability to track/prioritize team member work lists, the Payroll department the ability to extract data for paying IT team, and the Billing | <p>department the ability to extract data for invoicing customers.</p> <ul style="list-style-type: none">• Monitor and maintain customer installations of all products• Travel to customer sites to assist end-users with implementation and training sessions• Database Design• Database Admin (MySQL, PostgreSQL, MS SQL Server)• Maintain LINUX webservers• Maintain company website• Customer product demonstrations• Daily Backups• Set up desktop workstations for new employees• Supervise and assist software development team members |
| 5/1993 to 10/2000 | Computer Sciences Corporation (CSC)
Team Lead | Dayton, OH |
| | <ul style="list-style-type: none">• Oversaw the work of fellow team members as a Team Leader on the DOD Stock Control System• Design/develop/test applications using COBOL I & COBOL II• Won an award for a major conversion of applications from COBOL I to COBOL II• Converted legacy mainframe applications to web-enabled client-server technology using C++, NSAPI, and Java Servlets. | <ul style="list-style-type: none">• Performed System Administrator duties on development, test, and production NT servers.• Responsible for formally presenting Acceptance and Exit Criteria to representatives of the Army, Navy, Air Force, Marines and Defense Logistics Agency in meetings conducted by the Joint Logistics Systems Center. |
| 10/92 to 5/1993 | Sumaria Systems, Inc. (SSI)
Software Consultant | Dayton, OH |
| | <ul style="list-style-type: none">• Develop/test DOD Requirements Data Base System applications for the BDM Federal Corporation using COBOL II, SQL, and DATACOM. | |
| 10/1990 to 9/1992 | Computer Task Group (CTG)
Software Consultant | Cincinnati, OH |
| | <ul style="list-style-type: none">• Develop/test telephone billing system applications for AT&T, NTT, and Cincinnati Bell Telephone using MICROFOCUS COBOL, COBOL, and IMS-DB/DC. | |

Education

B. S., Mathematics & Computer Science, Morehead St. University, 1990
A. S., University of Kentucky (MCC Campus), 1987