EXPERIENCES - Richard A. Allcorn

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*see personal website for full download of resume, work history, experience, references, etc.

VARIOUS EXPERIENCES

Project Management
Managed multiple moves, and scheduled the required remote resources necessary to perform these, utilizing custom-designed spreadsheets to track individual users, their old/new locations, managers, extensions, and system ID and site names, as well as their LAN ID, employee-ID, and various information that IT might later need to complete the data moves/copies from the old to the new. On an IBM/Motorola project, "Tivoli", I worked in a large server room where my job was to obtain a list for the day and create/set-up various servers, with various OS's, to assist in the development of the management project.

Large User/Data Migrations & Automation
Responsible for performing the IT portion of large call center moves, involving data/profile transfers/copies from one workstation to another, working with user account configurations and troubleshooting, and progress tracking, utilizing logs, data repositories, spreadsheets, etc. I automated a large portion of these moves using batch file programs that I developed to automate the repetitive tasks of data copies/moves of specific folders in the user's homepath, and report the success/failure of these.

Remote Workstation Management Tools
Supported remote call centers, corporate users, and remote mobile users, across the WAN, using Active Directory Admin consoles, SMS Management consoles, and Remote Desktop services. Various services performed include the use of these tools to unlock users, reset their passwords, track their current workstations, and migrate and back up their data and profiles.

Virtualization
Created virtual workstations that acted as workstation prototypes, once developed were moved to an image, for downloading to the workstation after hours. Also worked with servers and tested servers in the virtual environment, pre-release, to provide for a safe test and proving process.

Lotus Notes Support
Supported Lotus Notes client, Lotus Notes webmail, and Lotus Sametime, ranging in troubleshooting, configuration and in building Lotus Notes client installs, and working with the Lotus app for smartphones. I also developed a procedure to copy user's profiles (multi-user version) from one system to another, in batch, using a spreadsheet list of users and from/to instructions, which performed the process while other users were using the workstations, cutting the manual process of about a month down to about 4 days.

PC Workstation & Facilities Support
Supported PC Workstations (Windows, Mac, Linux, terminals), installing OS, configuring workstation images for replication downloads, workstation restoration; troubleshoot & train in workstation software use and applications tasks; network cabling, cable runs, punchdown, jacks, wiring, cube work areas support, and telephony support; two-way radio communications - handheld, base stations & mobile rigs, antenna systems, frequencies and various radio types, FCC regulations, etc.; wifi networking, access points, routers and repeaters, bridges, etc. - configuring security, quality of service settings, access limitations, etc. Licensed amateur radio operator/engineer (ham).

Various Help Desks
Experience supporting end-users, remote offices, mobile users and off-site work-at-home users; familiar with various ticket/assignment tracking systems, email communications & support; customer follow-up, and ranked highly in customer satisfaction and excellence of service.
*Some companies worked for: (Dell (4yrs), Home Depot (2yrs), Sears (2yrs), IBM (2yrs)

Process Analysis, Troubleshooting & Diagnosis Expert
Many years of diversified experience in electronics, communications & navigations systems, mechanical systems, refrigeration systems & appliances, electrical systems, and various vehicles (all types of forklifts, various tractor trailer rigs, trucks, and specialized motor vehicles) gives me an ample resource of knowledge and experience to draw from in analyzing processes, and in troubleshooting and diagnosis of a wide variety of issues. In USAF I specialized in the troubleshooting process and diagnosis of problem causes and problem analysis. I understand office equipment, manufacturing equipment, various mechanical equipment & vehicles, and automation and computer driven systems. I also have experience in plumbing and waste disposal systems, in building electrical systems, and I have worked extensively in electronics.

UNIX, LINUX multi-user systems, shell scripting, management
First worked with UNIX when it was ported to PC's, under TRS-XENIX, and SCO-XENIX. I build a server for a law office with multiple terminals throughout the office, and 2 dial-in/out lines for remote access and in obtaining software updates and exchanging files remotely. I developed various shell scripts to automate processes for maintaining the system, and remotely logged in to manage these. I have since worked with Dell UNIX, Ultrix-32 (DEC), HP-UX, AIX, and SCO-UNIX, to name a few.   My first LINUX was Slackware, followed by SuSE, RedHat, Ubuntu, and of the latest, LINUX Mint. Having built so many of these, my ongoing practice is to create a script for the installs, along with notes for various documentation notes, etc. to provide the needed system documentation for my records, should I ever have to reconstruct that same server, from scratch. With the shell scripts and notes, the process takes a fraction of the normal time for recovery.

Misc Skills and Talents
Experienced in the areas of server room planning and design, server equipment cabinets, equipment cooling planning; server, workstation, and laptop repairs and maintenance, console design, multimedia room planning, command center planning and design. Over the years I headed up the notebook group when it started at Dell Computers. I was later recognized for my notebook and laptop expertise, my mobile computing knowledge, and earned the label of modem guru. During my service on the notebook support group, I began streamlining the time it takes to help users with issues we see often, and prepared fax documents that I used to help these users with their issues. DELL later developed that idea into what they called DELL Tech Fax. Also during my time at DELL, I presented the idea of Work-At-Home Tech Support to Michael Dell's office, gaining their interest. I also became the "Voice of DELL" for several years on their phone system. I was even asked to head up the "Hot Customer Queue", and was solely responsible for handling difficult, irate and VIP customers. I won awards for being "Top Call Taker" and for "Flawless Calls" evals, and helped in the training of an "expert system" that advised new support reps on the proper steps in troubleshooting and problem resolution.
While working for Neil Iscoe and EDS, as their computer guy, I was asked to set up and configure a Microsoft Proxy Server. It was a new product, and there was no one in the Austin area who had any experience with it. I successfully set it up, and was given additional duties to tie in the MS Mail Server to the Internet, and interface it with EDS mailing systems as well. While working with one company, ChoiceCom, I set up a Windows Domain system, with the DC in their main offices, and Backup Domain Controllers in each of their remote offices. These communicated together to provide a link between all offices and generate a WAN between all of their offices that replicated, making any/all files available company wide in a local fashion, making processing time much faster.