

# Jeromy C. Graham

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Cloquet, Minnesota 55720

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## Summary

Highly experienced in adapting to different operating environments by using diverse knowledge and understanding of a wide variety of computer systems, operating systems and peripherals. Skilled in document and records management. Strong background involving significant contributions to projects in both a lead and following role.

## Highlights

- **Systems:** Worked with a variety of mainframe systems including Amdahl, IBM, Sun, Share-43, VAX and Unisys. Have worked on and with various PC and server environments, various cassette and reel tape backup equipment, and high speed printers.
- **Software:** Windows 3.1 to Windows 8, DOS, Basic, Pascal, Visual Basic, Visual C#, Java, Javascript, PHP, Photoshop CS6, Dreamweaver, Microsoft Essentials Web Design, TSO, UNISYS MVS, InfoPac, Netview, Microsoft Office Products

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## Employment Overview

### Lake Superior College, Duluth, MN

2012-Current

#### Technical Support Center, Help Desk Agent

Assists students with technical issues regarding campus Website and network usage as well as with the troubleshooting of various program issues and student needs. Communication is often done on campus, through phone calls or through e-mail.

2012-Current

### Cloquet Bookkeeping Service, Cloquet, MN

#### Co-owner

Handles technical issues, installation of software and training of clients. Assists with providing new office equipment and helps to run day to day operations as well as data entry.

### Chili's, Brinker International, Shawnee, OK

2005-2011

#### Certified Store Trainer

Handled the training of new employees from Hosts and Bussers, to Cooks and Servers. Monitored day to day operations and assisted with various situations. Put together store motivational posters, handled maintenance of equipment and ordering of items and products.

*Achievements:* Certified by Brinker International to train store staff, recognized for posters and motivational materials, several employee of the month awards.

### TDK Ferrites Corp., Shawnee, OK

1999-2001

#### Fixture Repair Technician

Repaired, tested and maintained fixtures, equipment and cabling used in the process of analyzing and adjusting ceramic cell phone filters. Tested and repaired inconsistent fixtures, maintained frequency analyzers and the computers connected to them.

*Achievements:* TDK Micro Division Achievement Certificate.

## **Best Western International, Phoenix, AZ**

1995-1999

### **Status Automation Clerk/Sync Agent**

As a Sync Agent, dealt with the processing of reservations back and forth from a mainframe system to a network system while the entire call center was going through a conversion to the network system. Handled customer service issues, called and relocated guests, documented and dealt with reservation incompatibilities. As a Status Automation Clerk, handled after hour customer service issues, contacted hotels, dealt with emergencies, handled hotel front desk questions, helped data enter hotel information, verified hotel status and information through the various hotels.

## **United States Marine Corps, Phoenix, AZ**

1994-1998

### **Small Computer Systems Specialist**

Designated as a small computer specialist who installs, operates, and maintains microcomputer and Local Area Networks (LAN) systems. Configuring, installing, optimizing and administering microcomputer hardware, operating systems, LANs and wide area networks. Also providing and maintaining custom application software, training assistance and troubleshooting hardware and operating systems.

## **United States Marine Corps, California & Japan**

1990-1994

### **Computer Operator/Computer Operations Supervisor**

Provided support to a variety of mainframe systems by monitoring and troubleshooting scheduled operations from a master console and/or associated peripheral equipment used to process data. Managed magnetic media libraries and performed input and output control functions. As a supervisor, maintained a three shift operation by monitoring and providing training.

*Achievements:* Participated in high profile R&D projects for the military, member of Total Quality Leadership Project, Recipient of Meritorious Mast, Meritorious Unit Commendation, Good Conduct Medal, Certificate of Commendation, numerous Letters of Appreciation, held a NATO Secret Security Clearance and Wrote and edited various operation procedure manuals.

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## **Education**

### **Lake Superior College, Duluth, MN**

2012-Current

Website programming and design AAS

2 years completed

Computer Networking AAS

Currently Enrolled

Bookkeeping Certificate

Currently Enrolled

### **Glendale Community College, Glendale, AZ**

1994-1997

Computer Science & Engineering

3 years completed

### **Marine Corps Research and Development Command (MCRDC)**

#### **Computer Sciences School, Quantico VA**

1990

Mainframe Computer Operations

Certified

### **Barry Goldwater High School, Phoenix, AZ**

1986-1989

Graduated 1989

### **William S. Hart High School, Valencia, CA**

1986