

JOHN E. GLASS JR.

OBJECTIVE

To find a position where my technical experience with computers, networking, software and management skills can be best utilized, while allowing me to grow professionally with a stable company

EDUCATION

- | | | |
|-------------|--|--------------|
| 2010 - 2012 | Randolph Community College | Asheboro, NC |
| | <ul style="list-style-type: none">■ Associate of Applied Science in Computer Information Technology■ Associate of Applied Science in Networking Technology■ Associate in General Education | |
| 1977 - 1979 | North Carolina State University | Raleigh, NC |
| | <ul style="list-style-type: none">■ Associate of Applied Science in Food Science with Business Minor | |

WORK EXPERIENCE

- | | | | |
|-------------------|---|---|----------------|
| 06/2012 - Present | CARQUEST | <i>Delivery Coordinator / In Store IT</i> | Asheboro, NC |
| | <ul style="list-style-type: none">■ Organize deliveries and expedite deliveries to customers■ Receive and verify inventory and pull warranty, core and new returns to ship back to warehouse; complete and file truck bill for verification■ Organize and determine better organization of warehouse parts on shelves ensuring ease of location, ease of verification of inventory and maximize customer service■ Perform weekly and monthly computer maintenance on all workstations■ Redesigned delivery and vehicle paperwork to ease confusion and maximize productivity | | |
| 03/2002 - 08/2009 | Label Line, Ltd. | <i>IT Manager / Estimator</i> | Asheboro, NC |
| | <ul style="list-style-type: none">■ Was instrumental in setting up new server, migration of all files and database program information; worked in conjunction with the development of new shipping software and integration to company database■ Initiated and coordinated inventory and cost control programs■ Coordinated and recommended procedures for facility and computer maintenance and modification, including, but not limited to, the replacement of computers, printers and operating systems■ Developed and implemented production tracking and quality control systems; analyzed production, quality control, maintenance and other operational reports to detect production problems■ Designed and streamlined forms used in Shipping Department and Estimations Department | | |
| 04/2000 - 02/2002 | Atomic Networks | <i>Senior Administrator</i> | Asheboro, NC |
| | <ul style="list-style-type: none">■ Executed daily operations of three servers while maintaining service, troubleshooting and new client sign up■ Was instrumental in developing new client database system and billing process■ Supervised and managed employees in daily operations of business■ Designed and built backup server to back up the three servers used for Web hosting, email and dial up■ Developed partnerships with local repair services■ Designed new office layout to increase productivity and centralize operations | | |
| 03/1997 - 04/2000 | Wendy's International | <i>General Manager</i> | Greensboro, NC |
| | <ul style="list-style-type: none">■ Executed daily operation of restaurant for service, quality and cleanliness to exceed customer expectations■ Trained and managed up to 40 employees and managers ensuring compliance with state and federal regulations for personnel and files■ Developed monthly and yearly budgets of expenditures and profits and trained management and crew to manage all costs and waste to achieve or exceed profit margins■ Implemented local marketing including conducting store tours, supporting youth sport teams, providing supplies for local school sport teams, and coordinating activates with local senior citizen organizations | | |

WORK EXPERIENCE (CONTINUED)

- 11/1981 - 12/1996 **Hardee's Food Systems** *Sr. Technical Training General Manager* Rocky Mount, NC
- Analyzed training needs to develop training programs and modified existing training procedures
 - Arranged and conducted ongoing technical training and personnel development classes for staff members
 - Planned, developed, and provided training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on the job training, meetings, and workshops
 - Supervised up to 50 employees and managers including scheduling, salary determination, benefit coordination and promotion of employees to management positions

ADDITIONAL ACTIVITIES AND HONORS

- North Carolina Community College System Academic Excellence Award Nominee January 2012
- Served as Federal Work Study student in the RCC Library Open Computer Lab August 2011 - May 2012
- Assisted with maintenance of CIT teaching labs (imaging, set up, etc.) June 2011 - May 2012
- Randolph Community College President's List January 2011 - May 2012
- Randolph Community College Dean's List August 2010 - December 2010
- RCC Foundation Scholarship November 2011
- Phi Theta Kappa Honor Society November 2011
- Volunteer coach of youth boys basketball with Asheboro Parks and Recreation 2004 - Present
- Member of International Food Technologists 1977 - 1985
- Volunteer referee for YMCA basketball leagues 1977 - 1979
- President of Asheboro High School Band 1976 - 1977

SUMMARY OF QUALIFICATIONS

- Certifications
 - CompTIA A+ (March 2012)
- Working knowledge of the following software:
 - Office Suite: Microsoft Office 2010 (Word, Excel, Access, PowerPoint) and older versions
 - Screencasting: Camtasia Studio 7
 - Screen Capture: SnagIt 10
 - Web Development: Microsoft Expression Web 3, Dreamweaver CS5, FileZilla
 - Anti-Malware: Avast, Kaspersky, Malwarebytes
 - Remote Support: Microsoft Remote Desktop, join.me, PuTTY
 - Other Helpful Utilities: YUMI, Ninite, KonBoot
- Reload and update Windows desktop operating systems
 - Backup and restore user files
 - Reinstall device drivers and applications
 - Create images using CloneZilla and Acronis True Image
- Set up Windows Servers (domains, Active Directory users and groups, adding roles)
- Repair computers and laptops
- Understand subnetting and variable link subnetting
- Lead peer tutoring sessions for networking
- Configure Cisco routers, switches, LAN, WAP, WAN and VLANs
 - RIPv2, EIGRP and OSPF routing protocols
 - ACL, VTP and Router On A Stick (ROIS)
- Maintain high level of customer service (internally and externally)
- Implement new systems
- Develop databases
- Manage groups of people
- Have quality control experience

