

James L. Smoot

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Skills

- Very strong Computer skills.
- Dell desktop and laptops, repairing customer pc's onsite.
- Dell servers and tape libraries, installing and repairing server equipment.
- Hughes Network Systems troubleshooting and repairing two-way VSAT equipment. Resolving network and connectivity issues over a WAN.
- Basic networking skills.
- Canon copier repairs.
- Philips Hi Definition TV repair.
- Product sampling for QA tests.
- Customer satisfaction oriented.
- Very good communication skills.
- Able to adapt to new situations very quickly!
- Variety of measuring and environmental tests metric measurements and chambers.
- QS9000.
- A team player and can work independently.
- Resourceful.

Certifications

- A+ Certification (December 27th 1999).
- DCSE certified for Dell computers authorized for warranty work on laptop and desktop.
- Dell Master Server Certified Authorized for warranty work on Dell servers and tape libraries.
- HNS certified for Hughes Networks Systems.
- IBM Desktop Certified.
- Canon Copier repair trained.
- Philips Hi Definition Television repair trained.
- Cutting and Polishing Metallurgical Samples - American Foundry Assoc.
- Dell Master Server Certified.

Work History**2000 - 2005****Qualxserv****Tewksbury MA. 01876**

- Hughes Network Systems: Diagnosed and repaired VSAT equipment for issues such as network connectivity over customers WAN and diagnosed and repaired any hardware issues such as cabling and communication boards and RF interference in earth stations and outdoor units.
- Dell and IBM: Onsite repair of PCs and Laptops under warranty.
- Dell servers and tape libraries under warranty. Diagnosed and troubleshoot various issues with PERC controllers and back planes in equipment.
- Onsite repair of Canon Copiers.
- Onsite repair of Philips Hi Definition TV's.
- Installed and inspected server racks for Dell.
- Various special projects including updating Kodak 1 hour photo machines, kiosk upgrades, and POS equipment at new stores for Dell.

1989 -2000**Topy Corp.****Frankfort KY. 40601**

- QA line inspector for 3500 ton press.
- QA line inspector for assembly rim line.
- QA Lab Technician.
- Line checks for 3500-ton disc press, Rim line and testing room duties which included cornering fatigue tests and radial fatigue tests.
- In charge of many environmental tests. Had a key role in setting up the testing lab and standards for QS9000 certification.
- In charge of all metal microstructure tests and paint film thickness micrographs.
- Salt spray chambers and humidity cabinets.

1987 -1980**Webster Electric****Frankfort KY. 40601**

- CNC machine center and lathe operator.
- Bridgeport mill operator, drill presses, and boring machines.
- Had second job at Quick tool and die in Lexington as a screw machinist.

1984 -1986**McDonalds****Frankfort KY. 40601**

- Opener and grill duties.
- Asst. manager.

Education

- GED
- 1 semester course at Anderson Tech for computer repair. 6 credit hours.
- Working on MCSE certifications.

Hobbies

- Guest spots at 84 WHAS in Louisville for 84online radio show.
- Building and upgrading PC's.
- Composing music.
- Home entertainment enthusiast.
- A member of the www.thepcgurus.com (formerly known as the 84online team). An online team helping the community resolve computer and technical problems.