

Jon Foster
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Work History:

2006-Present - IT Director Eagle Creek Academy. Oakland, MI.

Duties Include:

- Responsibility for network operations at all school locations.
- Responsible for technology related purchases (electronics and software).
- Responsible for Technology curriculum for grades JK-8th.
- Teach Applied Science classes to K-8th grades.
- Teach special after school programs such as electronics and robotics classes.

2004-Present - Network Contractor MPEX Inc. Southfield, MI.

Duties Include:

- Network Implementation / Administration.
- Phone system integration.
- Turn key office solutions for small to medium size companies.
- Technical and call center solution consulting.

1997-2004 - IT Director Telecorp Products Inc. Walled Lake, MI.

Duties Included:

- Responsibility for the security of company assets, both tangible and non.
- Responsibility for technology related purchases (electronics and software).
- Management of in house technical call center of approximately 12 employees.
- Management of two remote technical sites and employees.
- Insure smooth operation of in house networks (file / e-mail servers).
- Design and implement employee training programs (computer skills related).
- Assist in new product development and QA.
- Provide technical support to all company departments.
- Responsibility for all hardware and software in customer environments both stand alone and networked (approximately 2,500 installs world wide).

1994-1997 - Senior Technician LanMark Data Systems Inc. Walled Lake, MI.

Duties Included:

- Acting service Manager.
- Responsibility of all computer and network related issues.
- Responsible for customer installs, repairs and customer service solutions.
- Responsible for support of technical pre-sales presentations.

1988-1994 - ASE Master Technician Dick Morris Chevrolet. Walled Lake, MI.

Duties Included:

- Master automotive electronics and mechanical systems technician.
- Corvette / performance "specialist".

***1989-1989 - Vocational Instructor** O/E Automation - Motech. Livonia, MI.

Duties Included:

- Instructor for automotive service to Ford Motor and Chrysler employees.
- Instructor for residential and commercial construction to Ford Motor and Chrysler employees.

1987-1988 - Master Technician LaClare's Vette's -N- Rods. Walled Lake, MI.

Duties Included:

- Shop foreman.
- Certified automotive technician.
- Primary designer of on-road and off-road race chassis.
- Metal fabrication and welding.
- Ground up restoration of Corvette's (excluding body work or paint).

1985-1987 - Service Technician John's Corvette. Dearborn, MI.

Duties Included:

- Corvette service technician.
- Ground up restoration of Corvette's (excluding body work or paint).

1984-1985 - Press Operator Dearborn Board of Education. Dearborn, MI.

Duties Included:

- Offset press operator.
- Letter press operator.
- Overhead camera operation and film development.
- Offset plate manufacturing.
- Layouts and stripping.
- Binding.

*A secondary job.

Work Experience:

Managerial Experience

- 8 years management of skilled labor employees.
- 8 years managing technical service departments.
- 7 years managing a technical call center.

IT Related Technical Experience

- 23 years computer hardware (everything you can think of).
- 23 years various Disk Operating Systems (DOS).
- 23 years various Graphical User Interface systems (GUI's).
- 11 years network and phone system cabling.
- 11 years accounting software support (Platinum, Soloman, and Peachtree).
- 7 years PBX management (Nortel, Siemens ROLM and Avaya (Lucent)).
- 7 years ACD call center management software (historical and real-time).
- 7 years circuit board development (QA only).

Customer Service Experience

- 20 years of direct customer service.
- 11 years of phone based customer service.
- 11 years of on-site customer service country wide (US).
- 7 years of on-site "disaster recovery" customer service country wide (US).

Automotive Service Experience

- 10 years of hands on automotive service.
- 10 years electronics diagnoses and repairs.
- 3 years building pro street class race cars.
- 3 years converting street cars into 1/4 strip cars.

Commercial Printing Experience

- 3 years offset press operation (AB Dick, Chief 15).
- 3 years letter press operation (vertical and windmill (Heidelberg)).
- 3 years darkroom camera work and film development.
- 3 years newspaper layout.
- 3 years metal, foil and paper plate making.
- 3 years binding.
- 1 year offset envelope press operation.

Commercial Instructional Experience

- 11 years teaching computer instruction and skills.
- 1 year teaching automotive repair to adult aged students.
- 1 year teaching basic construction to adult aged students.

Certifications:

A+ Certified.
ASE Certified Master Automotive Technician.

State of Michigan Certified Master Automotive Technician.

Educational Experience:

1997-2004 - Computer Based Training Programs.

Courses of Study:

- Microsoft Exchange Server.
- Microsoft Windows NT Networking.
- Microsoft Windows NT Administration.
- Microsoft Certified Professional.

1996 - New Horizons, Livonia, MI.

Course of Study:

- Novell Netware 4.1 Administration.

1985-1987 - Henry Ford Community College, Dearborn, MI.

Major Courses of Study:

- Digital engineering.
- General construction.

1982-1985 - Dearborn High School, Dearborn, MI.

Major Courses of Study:

- General studies.
- Graphic Arts (Commercial printing).

References:

Professional references can be provided on request.

Please visit my online resume for more detailed and up to date information.

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