
JOHN MCHAFFIE

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OVERVIEW OF QUALIFICATIONS

Accomplished, seasoned Field Technician/Computer Support Professional with comprehensive experience within the retail, banking, healthcare and government environment
Expertise in installation and maintenance of Computer Systems and Telecommunication environments across multiple locations, as well as network systems administration and helpdesk management.
Well-versed with network planning and design for establishment and maintenance of a robust IT infrastructure that meets business and security requirements.
Recognized ability to provide effective troubleshooting support in the resolution of system problems for large user bases in highly secure work environments.
Adept at complete implementation of server hardware and software onsite and at corporate offices to pipe over VPN networks, monitor connection traffic, and maintain remote administration and support functions.
Adept at providing expert advice, interpretation and recommendations for IT infrastructure management.
Innovative, resourceful and goal oriented with a proven commitment to end-user success and service.

IT SKILLS

Operating Systems:	Windows (including server versions), Linux (including SuSe Novell, Ubuntu, Mint - current), QNX, OS2 Warp, AS/400
Networking:	LAN, WAN, POP, SMTP, VPNs, ISDN, DHCP, TCP/IP, WINS, DNS, HP Jet Direct, Token Ring, Various modem protocols, Routers, Switches
Hardware:	IBM, Dell, HP, Compaq, eMachine, AMC Netgear, Linksys, Samsung, Packard Bell, Zoom, USRobotics, Lenovo, Alienware (now Dell), Gateway, LG, Startech, Fujitsu, Wang
Printers:	HP PhotoSmart, HP PhotoLaser, Poster Ink Jet, Shimko, Lexmark Decision Data, OkiData, Oki, HP LaserJet, HP MicroLab, Epson, Zebra
Software:	Word, Excel, Access, PowerPoint, Outlook, Libre Office, Lync, VAC, Wyse
Languages:	PHP, Shell scripting
Others:	PC based kiosks, Point-of-Sale Systems software, Backup Modems,

EMPLOYMENT HISTORY

PRIVATE CONTRACTOR, Midwest - Southwest Region 2014 – Pres.

Field Technician

Full time contracting work. Repair, installation, maintenance of a multitude of systems.
Networks, printers, POS systems, Alarm systems, Digital signage, Computer systems, all related peripherals and accessories (pin pads, receipt printers, laptops, desktops, media players, and more)
Complete project installations and management including all bundling, terminations, rack and equipment installs. Total Datacenter implementation. INFINIDAT, HP, Dell Certified server installations.
Major coverage of site surveys, DSL diagnostics, other telecomm issues and repairs.

COMPUCOM/HEWLETT PACKARD, Springfield, Missouri 2011 – 2015

Field Technician

Provide expertise and reliability in installation, repair and maintenance of printers including HP MicroLab PM2000, Large Photo Laser, Poster Ink Jet and Shinko Dye Sublimation.
Organize and prioritize the workload and track the scheduling of appointments to final resolution of the case, along with maintenance of appropriate documentation.
Responsible for installation and upgrade of HP PhotoSmart PhotoCenter equipment along with computers, printers and peripherals in HP PhotoSmart PhotoCenter environment.

*(Continued)***BARRISTER, INC.**, St. Louis, Missouri

2010 – 2011

Field Technician

Repaired, maintained and upgraded computers and home electronics products that included products under warranty.

R&R SOLUTIONS, Rogersville, Missouri

2010 – 2010

Field Technician

Responsible for on-site installation, move and validation of hardware, software, security and telecommunication equipment across multiple locations at the national level.

Installed and tested: Cat5 Data / Phone, TV displays, closed circuit, punch down blocks, racks, port blocks, routers, switches, numeric security keypads and controller systems.

Performed high ceiling cabling for major retail clients such as Sam's Club, among others.

COMPUCOM/MURTECH CONSULTING/HP, Springfield, Missouri

2010 – 2010

Field Technician

Provided onsite support for certification, installation, repair and maintenance of printers, HP PhotoSmart, PhotoCenter equipment and PC based kiosks.

Supported a variety of printers including: HP MicroLab PM2000, Large Photo Laser, Poster Ink Jet; Shinko Dye Sublimation and thermal receipt printers, besides many others.

BARRISTER, INC., Rogersville, Missouri

2009 – 2009

Field Technician

Maintained computers and home electronics products in residential and commercial settings.

NPC INTERNATIONAL, INC., Pittsburg, Kansas

2005 – 2009

Field Technician

Installed and maintained the hardware and software environment for Point-Of-Sales systems across 100+ stores, ensuring compliance with security standards to protect against instruction/malware attacks.

Verified the access of all stores across VPN network to home office and custom configured Cisco 2170 routers for secure connections via 64k ISDN.

Maintained documentation/logs including time logs, work logs and vehicle maintenance logs.

Installed a variety of equipment including but not limited to Cisco routers, Netgear & Intel switches, USB backup modems, printers, monitors and touch screens.

TOMPKEN HOMES, Brookline, Missouri

2003 – 2005

In-House Technician

Maintained the software and hardware environment for two office locations.

McLEOD USA, Springfield, Missouri

2002 – 2003

Line Repair Technician

Coordinated all activities to provide effective technical support for telecommunication network on McLeod and USA networks.

Served as the point of contact for escalated issues and provided reliability in speedy resolution of problems.

Provided support over the phone, placed dispatch orders and ran line tests.

COMPUTER RENAISSANCE, Springfield, Missouri

2001 – 2002

Repair Technician

Built, repaired and maintained wired as well as wireless networks and computer systems.

Involved with promoting sales of computers and peripherals, and provided technical support for speedy resolution of reported problems.

Provided direction and support to new technicians in performing day-to-day tasks and in passing certification exams.

*(Continued)***JACK HENRY & ASSOCIATES**, Monett, Missouri 2000 – 2001***Field Engineer***

Setup, installed and maintained highly secure computer systems for real-time communication for ATM and bank transactions.

Travelled across the country to establish server links between the bank, switch companies and ATMs at individual sites and satellite offices.

ISSI, St. Louis, Missouri 1999 – 2000***Field Engineer***

Maintained a secure hardware and software environment including AS/400 equipment, data systems, printers and storage solutions, across all Bass Pro and Tracker Marine locations in Missouri.

PC MAX, Springfield, Missouri 1998 – 1999***Service Manager***

Built and tested new networks and computer systems in Windows NT/98 environment.

Reorganized systems, procedures and processes within the store to achieve improved efficiency, productivity and improvements in customer care.

Advised customers on best-suited technology products and involved with implementation of hardware and software, along with training of customers.

CERTIFICATIONS

A+ Certification, Springfield, Missouri, 1997

ClickSafety C2 Motorized Mobile Platforms, 2014

INFINIDAT Certified Engineer, 2016

HP Certifications

Hewlett Packard PhotoSmart PM2000 Certification, 2010

Hewlett Packard PhotoSmart ML1000 Certification, 2010

Hewlett Packard Color LaserJet CP series Certifications, 2010

Hewlett Packard DesignJet series Certifications, 2010

Microlab Certifications, 2010

Hewlett Packard LaserJet Certifications, 1997

... Most Laser, MFP, and Color HP models ...

Lexmark Certifications

Paper Transport System _s24_sppublexmark2_stgoipts00

Mirrored NVRAM _s24_sppublexmark2_stgoinvram

Investigative Diagnostics _s24_sppublexmark2_stgoi00id1

General Laser Control Panel _s24_sppublexmark2_stgoiop100

The Electrophotographic Process _s24_sppublexmark2_stg...

Digital Multimeter _s24_sppublexmark2_stgoidim00

Basic Connectivity Concepts

LP Lexmark T65x_X65x lp_X65xT65x_C3

... Most Laser and Solid Lexmark models...

ACADEMIC BACKGROUND

SOUTHWEST MISSOURI STATE UNIVERSITY, Springfield, Missouri

Department of Information Systems Certification, School of Business