

WALT SNIDER

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BRIEF PROFILE

- **Experienced Computer Technician** with more than 20 years experience repairing Windows and Macintosh PCs. Possesses additional experience in server maintenance, networking and training.
- **Talented Website Designer** that has designed more than 250 websites with clients in 8 countries. Owns his own web servers to ensure quality service, speed and uptime. I'm bilingual in English and HTML.
- **Successful Manager** that has never asked for but always had respect from those under his supervision. Believes in cross training to improve employee value to organization and ensuring task completion. Managed up to 16 employees.
- **New Media Innovator** that created the largest independent podcast group in the world with steady growth and international audience.

BUSINESS SKILLS PROFILE

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| • Strategic Planning | • Project Management | • Technology Oriented |
| • Problem Solving | • Long-Range Planning | • Training |
| • Productivity Improvement | • Customer Service | • New Media and Podcasting |
| • Sarbanes Oxley Compliance, sox | • Team Building | • Copywriting |
| • Oral & Written Communications | • Leadership | • Conflict Resolution |
| • Cost Reduction, Purchasing | • Self-Starter | • Decision Making |

COMPUTER SKILLS PROFILE

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| <ul style="list-style-type: none">• Creative Website Design• Graphic Design• Computer Repair• Technical Support• Server Management• Active Directory• Mac OS X, Mac Repair, Mac Support• Hardware Support All Vendors (Dell, Gateway, Acer, Hewlett-Packard, Compaq, HP, eMachines)• Printer Support (Laser, Inkjet, Plotter)• Search Engine Optimization (SEO)• Technical Writing | <p>Multiple Programs
Internet Explorer, Firefox, Safari, Opera, Mosaic, Audacity, WordPerfect, WordPress, Drupal, Xoops, Blogger, NetObjects Fusion, LivePerson, Quicken and more.</p> <p>Multiple Technologies
internet, www, web, multimedia, FTP, email, spreadsheets, networking, HTML, DHTML, SHTML, XML, RSS, desktop publishing, cloud computing, python, scanner, multimedia content development, multimedia production, TCP/IP, Python, JavaScript, IMAP, POP, POP3, RAID, PC, Active Directory, AD and more.</p> | <p>Microsoft Windows
DOS, Windows 3.1, Windows 3.11, Windows 95, Windows 98, Windows ME, Windows NT, Windows XP, Windows Vista, Windows Home Server, WHS, Windows Server 2003 Small Business Edition, Windows SBE</p> <p>Microsoft Office
MS, Word, Excel, Outlook, PowerPoint, FrontPage, Publisher, Exchange, Office 2000, Office XP, Office 2003, Office 2007</p> <p>Adobe Creative Suite
CS, CS2, CS3, CS4, Adobe Photoshop, Adobe Illustrator, Adobe Acrobat, Adobe Dreamweaver, Macromedia Dreamweaver, Adobe Fireworks, Macromedia Fireworks, Adobe Soundbooth, Adobe Bridge</p> |
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PROFESSIONAL PROFILE

PALADIN INNOVATIVE LLC — Fort Lauderdale, FL

Provides technical support, marketing and training for small and mid-sized companies.

Technical and Creative Specialist, March 2007 to December 2009

Served businesses by maintaining their computers (both Windows and Mac), servers and infrastructures. Relied on first-time fixes instead of breaking things to fix on a future trip and milking clients of money. Represented company as technical and creative expert on initial sales visits. Created 250+ websites from concept to completion based on client requirements. Designed various marketing materials including business cards, brochures, postcards, packaging materials and more. Trained everyone from secretaries to CEOs in various technologies and computer programs.

Key Points:

- Acquired new clients through various marketing methods and partnerships
- Worked as a subcontractor to several larger corporations with repeated business
- Served residential and commercial clients, focusing on individual needs
- Worked for clientele all over the world: Brazil, Japan, South Africa, Russia, England and more
- Served several high-profile clients: Broward County, Florida Government, Marion County, Florida Government, State of Florida, State of Alabama, Ericsson Communications, Regions Bank, Bank of America, BankAtlantic, Zimmerman Advertising, IBM and more
- Volunteered professional services at several public schools, churches and youth centers at no charge
- Created/revamped more than 250 individual websites from scratch with over 14 years of webdesign experience
- Used SEO to position websites properly
- Owns and maintains 6 web servers with redundancy and 100% uptime
- Created the largest independent podcast group in the world
- Created and modified dozens of corporate logos and branding
- Created and arranged publishing of advertisements in local and national magazines
- Traveled to and fixed home and office computers, upgrading, removing viruses and protecting them from future attacks, including Apple Macintosh (Mac) machines with over 23 years experience

Keywords:

Computer Technician, Technical Support, Marketing, Website Design, HTML, Customer Support, Vendor Management, Employee Management, SEO

ZIMMERMAN ADVERTISING, INC. — Fort Lauderdale, FL

Provided technical support to more than 500 users including executive management.

Computer Technician II, May 2007 to July 2008

Provided technical support to a large and artistic user base with multiple computer models both Windows and Macintosh across multiple locations.

Key Points:

- Supported several hundred users
- Got up-to-date on the Macintosh OS and was the only one to support Mac users
- Worked in Active Directory to add and remove employees on a daily basis

Keywords:

Computer Technician, Telephone Support, Macintosh

PROFESSIONAL EXPERIENCE (CONTINUED)

ALLIED STEEL BUILDINGS, INC. — Fort Lauderdale, FL

The leading, most trusted brand of steel buildings for consumers and businesses.

Computer Technician III, February 2006 to February 2007

Purchasing Manager, February 2007 to March 2007

I was originally hired as level 1 support and made my way to level 3 before management noticed my ability to save the company money as a purchaser. In addition, I wrote the disaster recovery/business continuity plans, assisted the creative director when necessary and a multitude of other things necessary in a small company.

I'm no longer with the company because there was a slow in income and they laid me off with a very generous severance as thanks for my service. I left on excellent terms and am listed as rehirable in their records.

Key Points:

- Ran several thousand feet of category 5e cable, indoors and out
- Connect RJ-45 plugs, ports and patch panels
- Wired internal phone system from RJ-11 ports to 66 blocks
- Ran Romex and wired electrical receptacles to ensure new construction supplied power
- Built, upgraded, maintained and fixed workstation computers and printers
- Programmed and maintained PBX
- Planned and deployed major technology rollouts
- Performed off site deployments and support
- Kept positive stock of typical consumables (toner, ink, batteries, etc.) secured
- Managed up to 20 employees at times to assist with various projects
- Sought land parcel for new corporate head quarters
- Built music server for employees to use across the network instead of streaming radio to prevent internet connection congestion
- Arranged skilled contractors of various specialties to repair our corporate facility
- Assisted webmaster with website design and corrections
- Assisted marketing director by creating and correcting graphics, creating and executing email blasts
- Created manuals in plain English for employees to learn NetSuite and Salesforce
- Researched, planned, installed and monitored proximity security systems
- Trained employees to stay safe and use the security system to their advantage
- Adhered to a budget, planning ahead and often under spending
- Negotiated and purchased office supplies and other consumables for the office
- Established long-term relationships with vendors for better product availability and pricing
- Consistently located hard-to-find items
- RMA'ed items from time to time, tracking status of reimbursement to company accounts
- Planned and maintained corporate response for a disaster and formulated plans for action
- Set up emergency toll free hotline to inform employees of our office's status and instructions on reporting for duty
- Worked with employees to create a first string of responders that will travel to the disaster recovery center to ensure business continuity
- Maintained an emergency bag with center locations, maps and procedures so all information was easily accessible during emergencies
- Built and maintained operating system image for company usage at a SunGard facility on their computer equipment

Keywords:

Network Administration, Computer Diagnostics and Repair, Personal Computer Support, Computer Networking, computer typing, purchasing, Employee Training

PROFESSIONAL EXPERIENCE (CONTINUED)

QUICK QUOTE, INC. — Tamarac, FL

Auto insurance rating software solution provider.

Software Support Technician and Assistant Webmaster, March 1999 to December 1999

Created corporate intranet from the ground up based on limited oral and written instruction. Assisted webmaster in developing and maintaining company's website. Created a number of advertisements published nationally (please see my online portfolio), corporate logo and many other miscellaneous works. Provided telephone technical support for company's proprietary software to a number of customers across the country. Performed some MIS duties where needed including setting up computers for new staff members, researched new software for the office, built out new infrastructure, etcetera.

GATEWAY COMPUTERS, INC. / THE ANSWER GROUP, INC. — Fort Lauderdale, FL

Provides technical support, marketing and training for small and mid-sized companies.

Computer Technician II, September 1998 to October 1998**Support Manager**, October 1998 to February 1999

Provided telephone technical support for a large variety of hardware and software configurations to callers and to fellow technicians. Duties included strong customer service skills. Was promoted to senior analyst within one month.

Key Points:

- Taken out of training early (day 4 out of a 6 week program) to man phones based on my aptitude
- Promoted to Computer Technician II in my second week
- Given control of my own team of technicians in my second month

Keywords:

Management, Computer Technician, Telephone Support

FLORIDA INTERNATIONAL UNIVERSITY — Davie, FL

Provided technical support and training for students and faculty.

Computer Support, November 1996 to September 1998

Supported students in computer labs, staff and instructors, operated video cameras and was the campus coordinator for distance learning.

BROWARD COLLEGE — Davie, FL

Provided technical support and training for students and faculty.

Computer Support, June 1996 to November 1996

Supported students in computer labs, staff and instructors.

Key Points:

- Maintained computers
- Diagnosed and repaired computers
- Installed new software