

Dirk Georgeson

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Professional Summary

I am an information technology professional with over 20 years of technical computing experience in corporate and public education fields. I have over 8 years of fulltime desktop support for computers and peripherals. I have 9 years of experience teaching computers in public schools to learners from ages 5 through 18. I have 10 years of experience as a webmaster for a corporation and public schools. I have created user accounts and assigned network rights for file storage and printing.

Professional Experience

Desktop Support

June 2011 – present

Analyst

Express Professionals
Stafford, VA

- On-site technology support for Mary Washington Hospital at the headquarters building and at the hospital and off-site doctor offices.
- Imaging new computers. Moving, adding software, changing locations of end users. Connecting end users to network printers. Diagnose and resolve end-user issues reported to the Help Desk Use Altiris ticketing software to open, document and close issues .

Computer Teacher

August 2008 – June 2011

Desktop Support

Triangle Elementary School
Prince William Co. Schools

- Half-time computer lab instructor and half-time desktop support. Desktop support duties include Tier 1 support for software and hardware issues (wireless Dell laptops, HP printers SMART Boards, and VCRs). Diagnose and fix hardware connectivity and printing issues. Install and upgrade software. Provide answers for Novell networking, Novell GroupWise email program, Windows XP and MS Office 2007. Webmaster for the school website. As website administrator I instruct end-users and create accounts for teachers and staff to be able to edit their page of the school website. Administrator for the online testing program.
- Creating lessons to instruct computing in a lab to 700 students in K – 5 for 45 minute sessions. Topics include: Word, Paint, PowerPoint, internet safety, internet search strategies and keyboarding.
- Chairperson for the Technical Committee to plan for software and hardware upgrades, advising Administration about new technologies and purchases.
- Reviewing technology portfolios for new-to-PWCS Triangle teachers and advising them about continuing education classes through PWCS.

Computer Teacher

Aug.2002 – June 2008

Blanchester High School
Blanchester, OH

- Administered Windows2003 file server in my classroom for password protected student work folders. I created and deleted accounts, updated operating system and virus protection and backed-up files on a regular basis.
- Administered and maintained www.blanhs.com website for school news and display of student made school-related websites using MS FrontPage.
- Instructed semester classes of Information Technology 1 (Word, Excel, PowerPoint).
- Instructed semester classes of Information Technology 2 (Intro to Photoshop Elements, Intro to FrontPage).
- Instructed semester classes of Computer Programming. (LOGO, BASIC).
- Instructed one-year classes in Web Design (Intermediate FrontPage, Intermediate Photoshop Elements).
- Instructed classes in keyboarding and desktop publishing (Publisher, IllustratorCS, and PhotoshopCS).

Computer Teacher

June 2002 - Aug.2002

Anderson Senior Center
Cincinnati, OH

- Instructed classes of 8 – 10 senior citizens on Windows, Internet and Word.
- Instructed classes of 8 – 10 senior citizens on introduction to email and avoiding viruses.
- Hardware and software support for after-hours issues.

Computer Teacher

Aug. 2001 - Aug. 2002

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and Tech Support

Our Lady of the Sacred Heart
Cincinnati, OH

- Instructed elementary students in a computer lab for Paint, Word, Excel, and PowerPoint.
- Chairperson for the technology committee which completely overhauled the computer lab.
- Administered and maintained Windows2000 file server and 25 thin-client desktops.
- Provided hardware and software support for the school.

Macintosh and PC

Dec.1998 - Aug. 2001

Desk side Support

John Morrell & Co.
Cincinnati, OH

- Supported 150 end-users at corporate headquarters and in hog processing production environments.
- Maintained, repaired and upgraded Compaq and Macintosh computers and HP and Epson printers.
- Assisted Cisco network engineers with cabling and switch issues.
- Helped MCSE engineers resolve user access, printing, VPN and server issues.
- Maintained the Macintosh file server – added users, ran backups and restored deleted files.
- Macintosh technical support for hardware and software issues for Graphic Arts Department of 10 users.
- Webmaster for www.johnmorrell.com.
- Helped prepare Windows desktops for Y2K issues.

PC Coordinator

June 1997 - Dec. 1998

Mercy Regional Health Systems
Cincinnati, OH

- Desk side computer support for Administration, nurses and doctors at 3 hospitals and 3 clinics.
- Helped refresh 360 HP desktop computers. We imaged (Ghosted) hard drives and cloned them.
- Maintained, repaired and upgraded PC computers and printers.
- Second tier software support for WordPerfect, ccMail, Excel, Word and Lotus Notes.

Technical Support

Dec.1995 - June 1997

Engineer/Sales

Entex Information Services
Mason, OH

- Resolved printing, desktop and laptop computer problems for Brown & Williamson Tobacco Co. as a remote site Help Desk phone support tech.
- Inside Sales assistant to the Entex Tulsa branch office. We sold about \$250,000 per month of computer hardware, computer repair parts and software to Fortune 500 clients such as WalMart, Florida Power and Light, Badger Meters.
- 1996 Entex Presidents Club winner (top 10% in productivity/customer satisfaction).

Substitute Teacher

School districts in the Cincinnati area

Aug.1992 - Dec. 1995

Cincinnati, OH

Teacher

1982 - 1992

Los Angeles Unified Schools
Los Angeles, CA

- Instructed middle school students in Computers, English as a Second Language, English, and Reading.
- Instructed computer applications using Apple IIe and ClarisWorks.
- Instructed beginning programming with LOGO.
- Served as computer resource to Special Education and Journalism Departments.
- Elected twice to School Decision-making Council to improve student discipline and set budget priorities.

Education

M.S. Educational Computing, Pepperdine University - California
B.A. Education, Central Washington University

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B.A. English, California State University at Northridge
Certificates for 21 2-day classes on various software at New Horizons Computer Learning Center – Cincinnati