

JACK JEFFERSON
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A hands-on, mainframe, mini and PC network computer professional with excellent skills in end-user support, application engineering, local area networks and establishing quality information systems.

A Certified Novell Engineer with more than 15 years' experience in all phases of computer programming, operations and applications with expertise in network design, installation and support.

EXPERIENCE

Covina Medical Center, West Covina, California

2001-2007

Associate Manager, End-User Computing Services (2004-2007)

Directed a team of micro-computer support consultants and systems analysts to determine hardware/software needs followed by orders, installation and support for a 900-bed medical center with more than 1,000 users.

- Represented the Information Systems Services Department in the planning and installation of several departmental PC LANs throughout the medical center.
- Increased staff productivity by 60% through intensive training and procedural changes while reducing personnel costs by 50%.
- Changed procedures in working with PC vendors and internal staff that improved computer delivery by seven working days.
- Developed a request for proposal for the selection of PC vendors.
- Analyzed and designed a database for processing hotline service inquiries from patients and employees with a flow of 400 calls per day.

Analyst Programmer (2001-2004)

Provided hardware and software requirement analysis for end-user, PC end-user support and application programming for decision support system.

- Developed procedures for Systems Analysts to facilitate recommendations to end-users.
- In Fox Base, programmed an executive information system that is used by all senior management for bed census, admissions and attributable physician revenues.
- Developed a curriculum and taught an introductory PC class.

University of California, Riverside, University Library, Riverside, California

1996-2001

Administrative Analyst for Automation (2000-2001)

Responsible for a PC network with 25 workstations.

- Planned and directed the network installation of hardware, software and cabling. Provided on-going support for end-users.

Computer Operations Head (1996-2000)

Managed a group of computer operators controlling the University Library's information system.

- Created operational procedures and trained staff.
- Responsible for the computer room move without any unscheduled interruption in services.

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Howell Industries, Inc., Lakewood, California

1992-1996

Office Manager (1994-1996)

Created office procedures and trained sales staff for a photographic supply company selling directly to the public. Managed day-to-day administration.

Account Executive (1992-1994)

Sold directly to the public a full range of photographic products and services.

EDUCATION

California State University, Long Beach, Long Beach, California

Bachelor of Science, Information Systems, Dean's List

ITT Technical Institute, Pomona, California

Certificate in Computer Technology

MILITARY

U.S. Marines, Fleet Computer Programming Center, Pacific, San Diego, California; Electronic Data Processing Technician-E5 (1969-1971)

CERTIFICATION

Certified Novell Engineer