

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 of experience in all phases of computer programming, operations and applications with expertise in network design, installation and support.

EXPERIENCE

MediCare Center, Venice, 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 200-bed medical center with more than 500 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 50% through intensive training and procedural changes while reducing personnel costs by 40%.
- Changed procedures in working with PC vendors and internal staff, improving computer delivery by ten 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 500 calls per day.

Analyst Programmer (2001-2004)

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

- Developed procedures for systems analysts to facilitate recommendations to end-users.
- Programmed an executive information system used by all senior management for bed census, admissions and attributable physician revenues.
- Developed a curriculum and taught an introductory PC class.

Photo, Inc., Torrance, California

1992-2001

Office Manager (1997-2001)

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

Account Executive (1992-1997)

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

EDUCATION

San Diego State University, San Diego, California

Bachelor of Science, Information Systems, Dean's List

CERTIFICATION

Certified Novell Engineer