



# FREDERICK JEWELL

IT Infrastructure Support Specialist / Systems Analyst

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## CAREER HIGHLIGHTS

Over 20 years of highly sophisticated, hands-on experience providing Information Technology and management solutions to Fortune 500 corporations. Technology experience encompasses, highly successful implementations of Client/Server, Mainframe and Corporate LAN/WAN Network solutions, as Project designer, Implementer, and Project Manager.

## EXPERIENCE

### CURRENT SKILL SET

#### PC/MAC Technology Support

OS and Application Software Support, Hardware, Cabling.

Microsoft Windows XP/7, Microsoft Server 2012 Installation & Administration

MAC OS X,

VMWARE VSPHERE (VCENTER control)

Microsoft Office Suite

#### LAN/WAN Network Design, Support, Troubleshooting

I/P Protocols, Firewall Administration (Watchguard & Cisco)

Corporate Virus Detection (Symantec, Trend Micro), etc.

#### Corporate Management Consulting Services

IT Installation Mgmt., Application Project Mgmt., Solution Engineering, Product Launch Consulting, Technology Education Delivery, Security Administration.

#### Systems Analyst and Project Management .

Full scope project management. Application Design, Testing, Documentation, Implementation.

#### Inner City Broadcasting, New York, NY

*Independent Systems Consultant (Director of Technology)* ————— 1996 – 2014

- Designed and Implemented Corporate Re-location, Application migration and full LAN network re-install of over 150 client workstations (Microsoft Windows).
- Installed and maintained multiple Virtual Application and Media servers using VMWARE/VCENTER and Microsoft Server 2012 (Hyper-V) operating environments.
- Configuration and implementation of a new corporate VOIP Telephone system (AVAYA I/P Office), and Radio Broadcasting Automation System. Planned and Managed a complete outsourcing of all corporate I/T functions and Telephone switching systems.
- Extensive WWW development, using HTML, Graphic Applications, Photoshop, Illustrator, Dreamweaver, Wordpress, and various Web content management systems (Drupal, MAMP, Etc.)

#### XEROX Corporation, New York, NY

*National Technical Marketing Manager* ————— 1987 – 1996

- Provided expert, third level technical support, and Professional Technical marketing support for the full line of XEROX Main Frame connected production printers, within a geographical region that included 8 east coast states.
- Consistently exceeded revenue projections for custom application solutions and consulting service delivery. Additional responsibilities included: Industry user group mentoring, Customer Advocate and customer requirement gathering, New product design reviews and launch, Regional office technical launch and product education, Customer technical Sales presentations, Problem resolution and problem management, Customer care issues, Mentoring Support Center personnel, and National backup coverage for Technical support team.
- Skills utilized: Professional Marketing Skills, Presentation skills, territory management, Extensive knowledge of MVS, VSE, VM, S/390, AFP, Internals, Network concepts and internals, I/P Network protocols, Network Hardware (Routers, Switches, etc.) Industry Specific Software Applications and Electronic Printing standards and specifications.

#### IBM Corporation, New York, NY

*Consulting Systems Engineer - Mainframe* ————— 1970-1976

- Third level Support for MVS/ESA and VM/ESA Operating System Installations, supporting the east coast region.
- Planned, and implemented the construction and implementation of computing facilities for IBM's Premier Executive Corporate Education Center in Palisades, NY. Supported both Residences and Education Facilities with a team of four technicians, and maintained an exceptional QOS.
- Prepared and delivered technical and management concept seminars (OS concepts, Managing Change, Advanced Printing Concepts (AFP), Education Futures (Learning Technologies).

## EDUCATION

**Marquette University**  
Milwaukee, WI  
Electrical Engineering

**XEROX Professional Marketing University**

**NY Institute of Technology**  
Psychology, Human Dynamics  
Motivation Studies  
Marketing Concentration.