

William R. Dawson

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Objective: Obtain a position where my skills and work experience will help people using computers realize true productivity gains from their use of Information Technology.

Professional Experience

Feb 2003
to current

CGC Services
Cedar Rapids, Iowa

Own and operate a PC consulting business, with main emphasis on small businesses (25 or less computers) and home user environments. Make 'house-calls' for individuals who experience hardware and software problems using their home PCs. Repair/install hardware and software, configure systems, set up networking (wired and wireless) on LANs, and provide 1st line telephone support to advise and solve computing problems.

October, 1987
to Feb 2003

Quaker Oats Company
Cedar Rapids, Iowa

(Starting position)

Supervisor, Computer Operations - Supervised a team of four operators responsible for all plant data-entry, report production and distribution and computer customer service. Equipment utilized consisted of Burroughs RJE systems connected via a WAN to corporate Burroughs mainframes and a DEC-VAX 8350, 22 VT220s, and 4 line printers. Supervisory responsibilities included all VMS system management, application runtime error analysis and correction, and all plant computer supply ordering.

Supervisor, I/S Systems - Same responsibilities as previous position with the addition of several more computer systems (VAX 8xxx, VAX 6xxx, & VAX 4xxx) configured into a VMS cluster. Responsible for the installation of a 10 Base 5 / 10 Base 2 Ethernet backbone throughout the plant. Increased data access by installing 118 more VTxxx terminals (140 total), 16 more LA210 printers (20 total) and 20 terminals servers.

Systems Coordinator - Same responsibilities as previous position except all data-entry functions moved to client's desktops and now supervising one operator. Increased system disk capacities 150% and added 2 more VAX systems. Increased responsibilities to include systems performance and tuning, system capacity planning. Integrated 25 PCs into the LAN via DEC Pathworks. Character cell equipment increased to 200 VTxxxs and 50 printers. Added 20 RF-based LXE terminals for new warehouse management application.

Senior Systems Software Integrator - Responsible for 1 operator and 2 systems team members. Also included same responsibilities as in previous job, with the addition of 5 Hewlett Packard Unix computer systems. Networked an additional 250 PCs, and 50 HP LaserJet printers. 17 X-terminals were also added to the network. All 275 PCs upgraded from DOS to Windows 3.1. Network capacity was expanded with the planning and installation of fiber backbone to 12 wiring closets, connected via 7 3Com Lanplex FDDI/Ethernet switches. Implemented mixed TCP/IP-DECnet network protocols. Responsibilities included overall responsibility for all system hardware and software architecture and performance. Budgeted and coordinated ordering of all computer equipment and supplies. Responsible for hardware vendor relationships and contract accuracy. Consultant for all computer related projects in the plant and provided division-wide advice for new initiatives.

System Analyst - Title changed to reflect company-wide effort to realign I/S (after acquisition by Pepsico). Job responsibilities same, focusing more on networking and PC support as VAXs are being retired. Added several more HP-UX systems, 6 Novell servers (migrated from Pathworks), and 4 NT servers. Network nodes include 615 PCs and 150 HP LaserJet printers. Upgraded all PCs to NT V4.0 . Upgraded 50 miles of plant network wiring to Category5e UTP and increased physical connection capacity by 25%. Added 2 miles of fiber backbone (total of 12 installed miles) of fiber backbone terminating in 16 wiring closets. Designed, obtained approval, and implemented a \$500,00 upgrade to the network switch infrastructure by replacing 7 FDDI, 6 10Mb 12-port switches, and 40 10Mb 8-port repeaters (providing 500 ports of 10Mb shared connectivity on a single extended segment) with 2 Cisco Catalyst 6509 Gigabit backbone switches and 22 Cisco Catalyst 2948G/3524XL 100Mb Fast Ethernet switches to provide 812 100mb switched ports for desktop PCs and 96 100Mb switch ports for server connections. An additional 12 1000Mb TX ports were installed to provide high speed trunking channels for high volume file servers. Switch changeover was performed over a single weekend with no problems upon startup Monday morning.

October, 1985 to
October, 1987

Norand Corporation
Cedar Rapids, Iowa

(Starting position)

Computer Operator – Operated DEC-VAX 11-7xx, DEC-VAX 8xxx, and DEC MII systems on second and third shifts, with minimal supervision. Responsibilities included MRP report production and distribution, using RJE interfaces to access IBM mainframes at Pioneer corporate headquarters to produce financial reports, tape librarian, and system backups.

(Final position)

Half-time Computer Operator, Half-time Service Technician - Computer Operator responsibilities same as below. Service Technician responsibilities included installation of terminals, printers, and network wiring. Additional responsibilities included repairing (to the component level) terminals and printers.

February, 1976 to
June, 1985

United States Air Force
SAC headquarters, Offutt Air Force Base, Bellevue, Neb.

(Starting position)

Computer Operator - Operated Honeywell mainframes and mini computers.

Assistant Shift Supervisor - Supervised a team of eight computer operators on a shift comprised of 3 teams and 21 team members. Responsible for training for all 3 shift teams.

Systems Analyst - Wrote specifications, performed validation testing of hardware/software and wrote Air Force regulations relating to the operation of nuclear weapons computer systems (Perkin-Elmer and Rockwell Avionics) located at all SAC bases and on board all SAC bombers.

(Ending position)

War Plans Computer Systems Supervisor - Supervised a staff of seven personnel tasked with assisting strategic war planners in the use of IBM mainframe hardware and software to build the War Plan for the Joint Chiefs of Staff. Staff responsibilities also included Perkin-Elmer system administration and production of War Plan tapes used at the SAC bases. Traveled with the Inspector General as a consultant, on base inspections to validate conformance to Nuclear Weapons Surety programs. During my enlistment I achieved the rank of staff sergeant and was awarded several medals including Outstanding Unit (twice), a Commendation and a Meritorious Service award. I received numerous letters of commendation from base and wing commanders. Held a Top Secret clearance the duration of my enlistment and received an Honorable discharge upon completion my 2nd tour of duty.

EDUCATION

1969 to 1974

Regis High School
Cedar Rapids, Iowa, 52402
High School Diploma with honors

1976 to 1985

Air Force Technical Schools
Achieved level 7 - highest level possible in all areas of responsibility.

Courses of study:

Computer Science

Computer Operations, Advanced Computer Operations, Database Management, Programming (Fortran).

Supervision and Management

Air Force Leadership I & II, Non-Commissioned Officer's Academy graduate

1985 to present

Technical Courses

VAX VMS Systems Management I & II, DECnet Networking I & II, VAX VMS Clustering I & II
DEC OSF (Posix) System Administration
HP-UX System Administration
Novell Administration
Implementing and Supporting Windows XP Professional
Managing and Maintaining PCs - Advanced A+

Professional Courses

Project Management, Effective Writing, Time Management, Statistical Analysis, and Organizational Effectiveness

ORGANIZATIONAL AFFILIATIONS

Member, Board of Trustees, St Paul's United Methodist Church, Cedar Rapids, Iowa
Member, IT Committee, Community Health Free Clinic, Cedar Rapids, Iowa
Big Brother/ Big Sister

References available upon request