

## Marshall J. Ellis

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Experienced computer generalist seeking full-time support or management position following business closure and extended paternity leave.

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### Related Experience:

8/1996-12/2007

XTreme Computing, South Easton, MA

**Managing Partner:** Provided services to clients of custom software and IT support company and handled most managerial, organizational, financial, and relationship functions.

- Served as IT director and help desk for a 50 person law firm, including support of industry specific software and functions, on call at all times for e-mail, phone, on-site or remote support.
- Evaluated, deployed, built, repaired, upgraded, migrated, maintained and supported servers, network infrastructure, internet connectivity, peripherals, portable devices, and workstations.
- Designed, wrote, tested, debugged, maintained, ported, compiled and distributed Visual Basic software and web sites, alone, with others, or in a coordinating capacity, working with clients and beta testers on needs analysis and feedback.
- Planned and implemented client software, hardware, vendor, data, and network migrations.

4/1994 -1/1999

Stream International, Canton, MA

**Technical Development Lead:** Supervised and provided support of Microsoft Visual Basic and training of employees.

- Assisted software developers with product functionality, the debugging process, API and custom DLL calls, coding, SQL syntax, and reference sources, providing extended explanations and documentation, and writing sample code as needed.
- Interviewed and screened job applicants from a technical, aptitude and enthusiasm perspective.
- Pioneered web-based delivery of Visual Basic product support.
- Wrote and maintained a utility to assist with escalation of issues to second level support.
- Acted as a liaison and provided feedback to Microsoft counterparts regarding the web response customer interface, training, and support tools.
- Revised, improved, scheduled and managed the entire new hire training program for Visual Basic support, teaching the introduction and product history, Setup Wizard and app distribution, and graphics segments, grooming, recruiting and designating skilled team members to teach the rest.
- Supervised and mentored about twenty people, monitoring support cases, giving technical and policy assistance, and reviewing performance.
- Supported Microsoft Word 1.0 through 6.0, specializing in and assisting colleagues with macro and graphics functions.

2/1993 - 2/1994

Tranti Systems, North Billerica, MA

**Support Representative:** Supported PC-based POS systems by callback, site visits, and remote connectivity.

- Traveled to customer sites for training, installation, keypad customization, and troubleshooting.
- Tested systems, sharing results and customer requests with R&D.
- Wrote documentation for timeclock software.
- Created and maintained customer databases.

### **Related Skills:**

**Hardware:** Early IBM PC through current desktop PCs and servers, TRS-80, AS/400, printers, scanners, routers, handhelds, POS systems, timeclocks.

**Languages & Tools:** Visual Basic 3.0 through 6.0, VBA, WordBasic, QuickBasic, PDS 7.1, VB for DOS, HTML, PHP, MSDN, Clarify Compass, TechNet, FTP.

**OS, Networking and Server OS:** Windows 3.0 through Vista, NT 3.51 through Windows 2003 Server, most MS-DOS versions, OS/2 3.0, Linux, Novell, Lantastic.

**Server Software:** Exchange Server, IIS, Proxy Server, ArcServe, Veritas Backup Exec, Retrospect, Sybari Antigen, Juris, Notes, Peachtree.

**Database:** SQL Server, MySQL, Access, MSDE, Paradox, FoxPro, bTrieve, PC File, MS Query.

**Communications & Internet:** WordPress, Expression Engine, pMachine, Blogger, Outlook, NSLookup, FrontPage, ccMail, MS Mail, Firefox, Lynx, PC Anywhere.

**Writing:** Web and e-mail support, documentation, site content, performance reviews, newsletters, business blog editor.

**Utilities:** Norton Antivirus, Ad-Aware, Spybot Search & Destroy, Ewido, PKZip, WinZip, Nero, Stacker.

**Desktop Software:** MS Word 1.0 – 2007, WordStar, Ami Pro, OpenOffice, Excel, Lotus 1-2-3, Quattro Pro, Multiplan, Quicken, Paint Shop Pro.

**Specialty Software:** Dragon, Premise, Lexis-Nexis, Shepard's Citations, Wintitle, Amicus Attorney, Mitchell's, PDA FMS, AbacusLaw, Phillips dictation, Turbolaw.

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### **Recently:** Employment and freelance work including:

- Reliable early morning package handler for FedEx Ground at Middleboro terminal, initially seasonal, retained as permanent.
- Various computer repair, malware cleanup, and user assistance.
- Replaced POS system card readers at a warehouse store.
- Installed computer, scanner, label printer at an insurance company.
- Upgraded RAM and checked systems at an auto dealership.
- Periodically updated web site content for a law firm.
- Barebones preliminary setup and temporary hosting of Mediacasters.tv site.

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**Education:** Bridgewater State College: BS Management Science, Accounting Concentration (1988)

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