Objective:

Working in a dynamic high-tech environment that will make best use of my computer hardware, software, repair and data networking skills

Education:

Wells Fargo Online Training   Duluth, MN
Field Support EV-ID - IT Administration Certification   Aug 2016 - Oct 2016

Workstation break-fix repair requirement for Teksetra in a subcontracting field tech position

Northwood Technical College   Superior, WI
Computer Network Information Systems   Jan 2001 – Jan 2002

Focusing on Windows 2000 Server, Cisco Routers, Network Cabling, Computer Hardware & Software Installation

Sales & Management Training, Inc.   Duluth, MN
Training included: Adapting to Change; Building Trust;   Nov 1996
Correcting and Counseling; Understanding Human Motivation; Recognition as a Leadership Role; Other Leadership; Attrition Management and Personal Development Subjects.

Army Power Generator School   Ft. Belvior, VA
Gas and Diesel Power Generation Equipment Repair   Nov 1992 – Feb 1993
Course for Minnesota Army National Guard

Experience:

**Granite Telecommunications   www.granitenet.com   Mar 2019 – Current
Quincy, MA**

Engaged in CAT5e/CAT6 wired and wireless networking installs for commercial and government businesses. Installed and De-Installed LAN/WAN Equipment on network switch racks. Built medium and small network cabinets with relative equipment placed in them. Troubleshooted network connection issues whether they are T1, DSL or cable, fiber and or cellular circuits and repaired them with remote tech support. Performed Site Network Surveys for future data network and voip phone cabling projects I would be later assigned. Worked with POTS (Plain Old Telephone Systems) and troubleshooting them from a standard outside phone line or a PBX System for commercial and residential customers.

CPT Network Solutions, Inc   **www.cptnetworks.com**   **Feb 2016 – Dec 2024**
Bensenville, IL

Network installations of CAT5e/CAT6 wired and wireless networks with shared services for commercial customers. Clearing out wall and cabinet network cabinets of old and unused equipment to include dust removal for new data equipment installs. Also, engaged in POTS (Plain Old Telephone Systems) installs and troubleshooting them from a standard outside phone line or a PBX System. Installation and removal of PBX and VOIP phone systems. To include, performing NCR and IBM Cash Register installations, replacements and repairs.

Teksetra   **teksetra.com**   **Jan 2012 – Current**
Plymouth, MN

Performing bank workstation computer repairs and system installs. Removed computer viruses and restored user data via data restore software in Windows. Brought back computers to a working status from a No-Boot Status via an operating system restore application or, a full system reload. Successfully installed and repaired HP and Lexmark printers and other peripherals for bank customers. Performed Bank Site Surveys for new workstation and network equipment install projects.

WHY NOT TECHNICAL SOLUTIONS, INC (WNTS)   **Oct 2019 – Sep 2021**
Fresh Meadows, NY

Setting up networks with wireless LANS & CAT5e/CAT6 wired data drops with shared services for commercial customers. Setup & installation of POTS (Plain Old Telephone Systems) lines with troubleshooting and or, connecting to a PBX or, VOIP phone service. Cleaning out network racks & cabinets of old and unused equipment to include, dust removal too.

DataMax Services, Inc   **datamax.com**   **May 2018 – Jun 2022**
Northbrook, IL

Payment Kiosk Machine installs, inspections, upgrades, troubleshooting and repairs. Remote tech-support is also utilized during these job orders to ensure quality network communication and functionality of the unit. Successfully installed and inspected a Keefe Kiosk at the Ashland County, WI Sheriff's Department in August 2018

Sole Proprietor   **www.jtbiztech.net**   **Jan 2003 – Current**
Duluth, MN

Performed commercial/residential computer workstation repairs and other system installs. Removed computer viruses and restored user data via data restore software in Windows. Brought back computers to a working status from a No-Boot Status via an operating system restore application or a full system reload/re-install. Successfully installed printers and other peripherals for commercial/residential customers. Installed & repaired data networks & POTS (Plain Old Telephone Systems) with line issues stemming from the customer's DMARC (main communication lines entry) location. Worked with ISP telco tech support reps in resolving commercial and residential customer computer, data network, and phone related issues. Successfully extended T1, DSL, Cable, Fiber and or cellular circuits to router devices on switch racks for using LAN and WAN services. Mounted and or replaced network devices in a wall or floor cabinet rack per customer needs. Engaged in Site Network Surveys for future network and phone cabling projects I would be later assigned. Also, successfully performed ATM Cash Machine (ie Cash Depot Company) installs, upgrades, troubleshooting, repairs and removals. Plus, worked with tech-support reps during these projects to ensure quality functional network communications and operations.

Awards and Certificates:

Wells Fargo Online Training -- EV-ID - IT Administration Certification   Oct 2016
Field Support EV-ID - IT Administration

The ARC of Whatcom County, WA -- Certificate of Appreciation   Jun 2004
For one year of outstanding volunteer service as a Computer
Technician

Sales & Management Training, Inc – TEAM Module 1 Certificate   Nov 1994
Training received while serving in Minnesota Army National
Guard (1992 – 2000)

Minnesota Army National Guard Honorable Discharge   April 2000
Honorable Discharge for 8yrs of service in the MN Army National Guard (1992 - 2000)

Field Work Experience

Wall Rack Case Mount (With):
* 24 Port Patch Panel
* 24 Port AdTran Switch
* Cisco 1541 Router
* 56K External Dial-Up Modem
* Desktop Computer Server
* APC Backup Power Unit

I put this together for Hanger Prosthetics & Orthotics office in Hibbing, MN during July 2011. Their office required 10x 50ft CAT5e ethernet cable drops for their new smart phones and T1 Internet service.

Linksys E1000 Wireless Router
*Great low cost router
*Has Wireless B,G, & N ability
*Easy to configure. Has security
*Great for Home, Business or Cafes

Custom Computer Builds
I can build new computers with new, used or both parts. You decide the software you want installed and purpose of the computers. I keep my parts and labor costs low by knowing the computers exact use.

I also do repairs too.

Custom Laptops
You decide the software to install and the laptop's use. I work with you to assist in getting the right laptop for your needs.

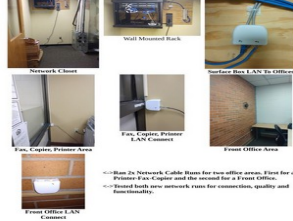I can repair laptops as well.

Custom Netbooks
The same applies for these just like Custom Laptops.

Replaced A Cash Register's Small SSD Drive
Ulta Store - Duluth, MN
December 2022

Installation Of Two Network Cable Runs For Office Services
For Fairway Independent Mortgage in Hibbing, MN
February 2022

Network Closet / Wall Mounted Rack / Surface Box LAN To Offices / Fax, Copier, Printer Area / Fax, Copier, Printer LAN Connect / Front Office Area / Front Office LAN Connect

<->Ran 2x Network Cable Runs for two office areas. First for a Printer-Fax-Copier and the second for a Front Office.
<->Tested both new network runs for connection, quality and functionality.

Wireless Data Remote CDS-9090 Phone System Install Project
For Fresenius Medical Care North America in Hermantown, MN.
September 2021

<->Setup and installed a Wireless Data Remote CDS-9090 POTS Phone System for Fresenius Medical Care North America in Hermantown, MN.
<->Tested new phone system with this site's tech support to ensure proper function and quality.

Fire Alarm Phone Lines Repair Request
For Costco Wholesale in Baxter, MN.
August 2020

<->Troubleshooted two bad POTS phone line connections and repaired them in this sites DMARC / Electric Room.
<->Tested the repaired POTS lines for dial out and dial in quality and functionality.

Three CenturyLink to Spectrum Cable Phone Lines Upgrade
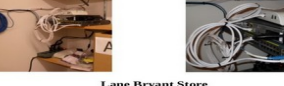*For an Airgas Store in Duluth, MN*
March 2020

<->Upgraded 3x CenturyLink phone lines and switched them over to Spectrum Phone Business Services.
<->Verified with Airgas Tech Support on site's Internet and phone line functionality.

NOTE Its often found that many commercial sites have messy network room or section areas. As such, these are usually worked around by the assigned tech on site.

High Speed Internet VOIP Phone Services Upgrade
For an O'Reilly Store in Aitkin, MN
September 2019

<->Performed an AdTran T1 ISP Circuit change-over to high speed Spectrum Cable Internet.
<->Verified with a Vonage Tech Rep on working Internet and phone access functionality.

Lane Bryant Store
"Miller Hill Mall"
Duluth, MN
~May 2013~

Performed a network switch over from a Cisco 871 Router to a Cisco 1921 Router and Cisco 2960 Switch in manager's office.

Also, connected an IBM Proliant Server and successfully tested 2x phone lines.

Sheraton Duluth Hotel
Duluth, MN
~April 2013~

Installed 3x new IBM Lenovo Guest Desktop Computers with the Windows 8 Operating System and 3 security cable locks to lock them down on the hotel's front-lobby desk. All 3 guest computers have paid access and printing services setup on them with a shared Internet connection via the hotel's local area network.

Aeropostale Store
"Miller Hill Mall"
Duluth, MN
~April 2013~

Diagnosed faulty phone lines at 3x Cash Register Stations to a 66 Block in the store's back office. Re-Wired 2x phone lines that were wired wrong when the store was opened. Successfully tested all phone lines at the end for functionality.

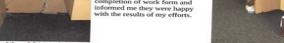**Weight Watcher's Work Example – Duluth, MN**
~ October 2012 ~

1.) Upon arrival to the Weight Watcher's site (Miller Hill Mall area in Duluth, MN) I cleaned up the network cables to insure proper functionality and neatness.

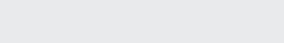Cables Setup Before Work Is Done / Cable Setup After Work Is Completed

2.) Once the network cables were cleaned up and organised, I then proceeded to place all 3 HP workstation computers at their set desk locations seen below and run CAT5e ethernet cable to them. This site uses a 10/100 switch to put the workstations on their local area network with shared laser printer and Internet usage to include access to the Weight Watcher's headquarters.

3.) At the end of the setup and install of the 3 workstation computers, I tested the connections to them and the Internet with successful positive results.

4.) Upon completion of this work order, the customer signed the completion of work form and informed me they were happy with the results of my efforts.
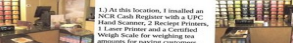
Front View Of 1 Workstation / Front View Of All Workstations

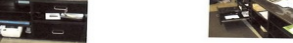**Teavanna Work Example – Duluth, MN**
~ October 2012 ~

1.) At this location, I installed an NCR Cash Register with a UPC Hand Scanner, 2 Reciept Printers, 1 Laser Printer and a Certified Weigh Scale for weighing tea amounts for paying customers.

2.) Cable ethernet network access was setup with the cash register and weigh scale to connect them to the Teavanna Headquarters for transaction records.
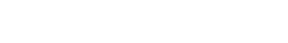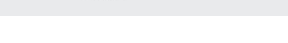
3.) All devices tested successful upon completion of this work order. The Teavanna team expressed gratitude for a job well done on my part.

Gustav Larson Company Work Example – Duluth, MN
~ October 2012 ~

Extended a 120ft CAT5e ethernet cable from their warehouse back communications wall to their Front Customer Service Desk. On this work order, I also used 2x RJ-45 Wall Mounts and and Jacks for Patch cable connections.

T1 Demark Extension Block / Front Store Sales Desk (Removed Front Panel) / Backside Of Front Store Desk / Front Store Sales Desk (With Front Panel)

Testimonials

Scope requirements to extend network from first to second floor - 2nd visit
ID #9121475 FieldNation.com - Work Order
★★★★★

🗂 Networking 📍 Cloquet, MN 📅 Dec 29, 2020

BUYER: Matt J commented Dec 30, 2020
John was amazing! He went above and beyond to help us gather information at a site where the physical layout created many obstacles. He created diagrams and provided incredibly thorough notes. John is a rockstar!
Loffler Companies, Inc.

Gemscope Install Project
ID #3357130 FieldNation.com - Work Order
★★★★★

🗂 Other 📍 📅 Jan 9, 2017

BUYER: Becky R commented Jan 10, 2017
Always a pleasure to work with John. Great, consistent work.
CPT Network Solutions, Inc

Please purchase modem at local Best Buy and go to stie and install *****Please bring a laptop for configuration
ID #1313800 "FieldNation.com - Work Order"
★★★★★

🗂 Desktop/Laptop 📍 📅 Apr 24, 2015

BUYER: Tami In Operations commented Apr 24, 2015
Thank you for being timely. Thank you for a job well done. We really do appreciate your help!
Cormac - Operations Dept.

---

https://www.workmarket.com/ratings

Ratings Received

Show 25 entries

Date	Assignment	Review	Rating	Actions
Nov 1, 2011	GENERAL PRINTER ISSUE		★★★★★	Flag
Oct 15, 2011	Copy of Revisit to complete Abix de-install (mis...		★★★★★	Flag
Oct 4, 2011	Revisit to complete Abix de-install (missing mon...		★★★★★	Flag
Aug 30, 2011	NEED TECH TO SWAP OUT PRINTER ON LANE 6		★★★★★	Flag

Showing 1 to 4 of 4 entries
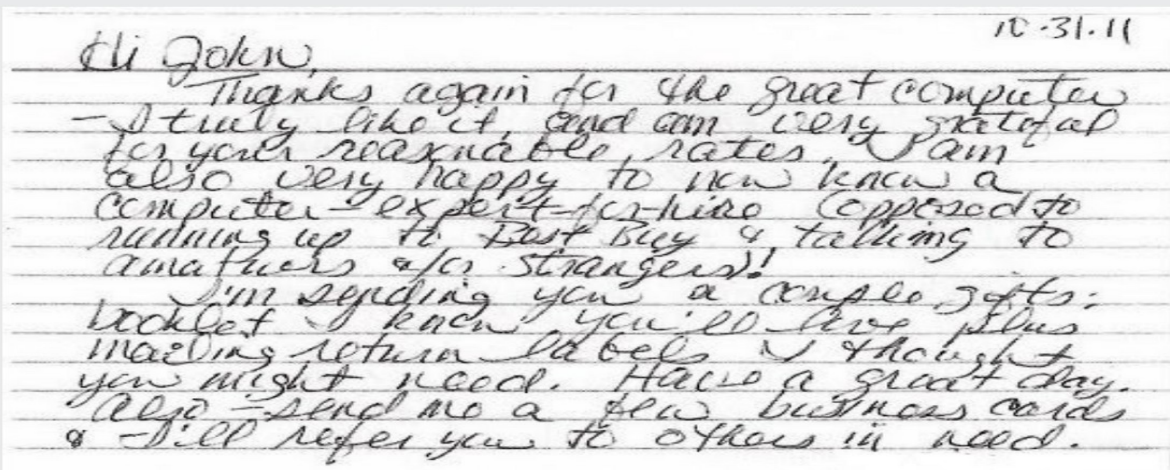
First Previous 1 Next Last

FIND & VERIFY — People Search, Invitations, Campaigns, Screening Tools
ENGAGE & MANAGE — Assignments, Create an Assignment, Browse Groups, Create a Group, Training, Surveys
PAY & RATE — Bank Accounts, Payment Center, Ratings, Payment Settings
ABOUT WORK MARKET — About, Terms, Privacy, Help

powered by **workmarket** COMMUNITY

Date	Rating	Review	Actions
6/17/2011	★★★★★	John was very prompt at fixing my computer and he made sure everything worked properly after. He is very personable and reasonable to work with and his prices are affordable. I tell all my friends to give him a call. By Guest52949, From Superpages.com	Post a reply (public)

10-31-11

Hi John,
Thanks again for the great computer - I truly like it, and am very grateful for your reasonable rates. I am also very happy to now know a computer expert-for-hire (opposed to running up to Best Buy & talking to amatuers &/or strangers)!
I'm sending you a couple gifts: booklet I knew you'll love plus mailing return labels I thought you might need. Have a great day. Also - send me a few business cards & I'll refer you to others in need.

JTBIZTECH.NET

Welcome! Its our priority to provide every customer with excellent prompt quality service.

During our past several years in the IT and Data / Phone Communications Industry, we've always believed in keeping technology costs affordable and not a financial burden for our customers. In today's unpredictable economy, why should someone have to spend lots of money to fix a computer or data / phone communications related issue? Everyone deserves a low-cost solution that works.

We offer an affordable Diagnostic and Estimate Consultation and a low-cost labor rate that's based on the requested work your needing done. So in a typical business or residential setting, the average diagnostic process takes 45 minutes to 1 hour to perform at which an estimate of total costs is written and shared before any further work is completed. **Please see **Offered Services** page for details*.

[On-Site & In-Shop Services]

<> Computer Repair, Data Recovery

<> Virus Scan & Removal

<> Internet Acct(s) Password(s) Help

<> Home/Office Network Installation

<> Custom Computer System Builds

<> Home/Office Data Cabling Repair

<> Home/Office Phone Lines Repair

<> 130 Mile Average Travel Radius

Again, thank you for your interest. We look forward to assisting you with your technology needs. So feel free to reach out with any further questions or to schedule an appointment today! Please include your personal and or business name, your phone number, your email address (*if using our Service Request Form below), your question and any other related detail needs.

Your business is much appreciated!

~*JTBIZTECH.NET*

HIRED FIELD SERVICE TECH

For working as a Tech Support Company contracted Field Service Computer Technician.

If you have any questions or prospects for us to look at then, please feel free to reach out to us via our Contact Information listed below or, through our ***Services Request Form*** on this site. Please Include: Your Personal and or, Business Name; Your Best Contact Phone Number; Your Email; Your Question and a Brief Work Description with any other related details you wish to add.

LABOR PER HOUR RATES AND TERMS

- (<u>$55 Per Hour</u>) - *DIRECT TECH* - <u>Contracted Field Service Computer Technician</u>

"<u>Direct Tech</u>" is a non-third party pay based system - ie to directly pay JTBIZTECH.NET instead of over a third party work payment platform.

<u>HOWEVER</u> if a contracting company wishes to hire us through a third party payment platform like, ***Work Market*** or ***Field Nation*** then, that platform's fees will be included in a work order counter offer for the contracting company. Whence in such a case, ***Work Market*** is our preferred third party payment platform for their fees on techs are much cheaper than ***Field Nation's***. Here are two examples below that show their charge-to-tech fees.

(<u>#1</u>) ***Work Market*** charges Field Tech's a low
reasonable *5.0%* *"<u>Marketplace Access Fee</u>"*
on top of all their Total Parts and Labor.

(#2) ***Field Nation*** charges Field Tech's a high
13.9+% *"Service Charge Fee(s)"* on top of
all their completed Total Parts and Labor.

*NOTE: This is the same as what most
credit card companies will charge too.

*Field Nation charges Field Techs a high 13.9+% fee on top of all Parts and Labor just so a Field Tech can get paid in a reasonable time. NOTE: This is the same as most credit cards will charge too.

NOTICE *ALL CONTRACTING COMMERCIAL REQUESTING JOB ORDERS ARE SUBJECT TO REVIEW BEFORE A FINAL COUNTER OFFER IS APPLIED. *ALSO, ONLY NET 15 DAY PAY TERMS and less are accepted too. For Payment Options, please see our **Accepted Payments** page for details.*

Lastly, its understood that some "Large Field Tech Hiring Firms" charge a percentage for an early payout (ie paycheck) fee (ex: 3% of Total Parts plus Labor). Whence, an adequate compensation for this fee will be considered in a *"Hired Direct Tech Contract"* as well.

[REQUIRED "CODES OF CONDUCT" FOR FIELD TECH CONTRACT HIRING FIRMS]

*NOTE: All assigned JTBIZTECH.NET technicians are and will adhere, to their Contract Hiring Firm's work order policies with respect and dignity while on or, off their assigned site locations. To include, reporting any issues that might come up as a result of being on or off a customer's site - ie running late, sickness, family emergency, other emergencies or any on-site tech related issues as well.

- (1.) When an assigned technician is going on site, it is expected that they will have a clear scope-of-work with all the required documentation from the Contract Hiring Firm. This is in addition to having all the proper required clothing attire, safety gear, work tools and needed materials while on site.

- (2.) Its expected that the Contract Hiring Firm Representative(s) will represent themselves in a professional, clear and courteous manor while working with the assigned technician when they are on or off a customer's site. And at no point, will the Contract Hiring Firm be allowed to push or, add any out-of-scope work unless it is prior agreed upon by *JTBIZTECH.NET's* representatives and their assigned technician(s).

- (3.) Also at no point, will any Contract Hiring Firm Representative(s) be allowed to mistreat, berate, take advantage of, act pushy and or, be forcibly rude towards a *JTBIZTECH.NET* technician while they are on or off a customer's site. For if this does happen and its reported to *JTBIZTECH.NET* then, *JTBIZTECH.NET* will see this as a breach of contract with the Contract Hiring Firm and, may also move to cancel the assigned contract. Furthermore, *JTBIZTECH.NET* understands that an incomplete work order might not get paid by the Contract Hiring Firm as a result. HOWEVER, *JTBIZTECH.NET* does reserve the right to seek legal action against a Contract Hiring Firm should it be deemed necessary to pursue. And as such outside of any agreed upon Hiring Firm Contract, all Local City and County / Perish, State / Province and USA Federal Laws and Rules still apply regardless of any assigned work there-in.

Finally at *JTBIZTECH.NET*, we believe in kind, courteous and clear professionalism and, we expect this from our technicians and also, from our Contract Hiring Firms too.

~ Thank you for your consideration. ~

-=-=-=-=-=-=-=-=-=-=-=-=-=-=-=-=-=-=-=-

Operating Hours - (Central Time)

*(*By Appointment Only)*

MON - SAT
8:00am - 9:00pm

SUNDAY OFF

[SERVICE REQUEST FORM]

~ Contact @ (218)461-0846 ~

Alternate Website
themall.ddns.net/JTBIZTECH.NET

-=-=-=-=-=-=-=-=-=-=-=-=-=-=-=-=-=-=-=-

*NOTE: 20+ mile(s) site scheduled visits from my Duluth, MN office are charged
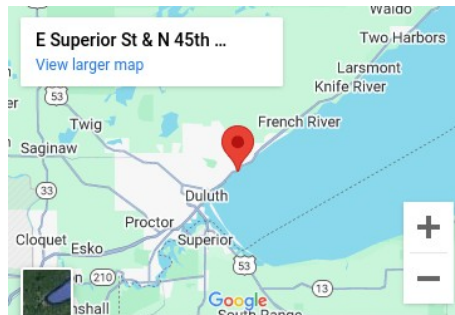an additional per-mile location based travel fee. *Average Travel Radius is 130 miles.*

Travel Coverage Area Also Includes
--Middle to Northern Minnesota
--Middle to Northern Wisconsin

NO iPad, iPhone or Android device internal hardware repairs.*

All calls are monitored for quality assurance purposes.

~ *Buy Local! Think Local! ~*

*** REGIONAL AREA RESIDENT ***
(NOT AN EXACT LOCATION)