

# CAREER ATTRIBUTES OF JOHN FULLER

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SKILLS PROFILE	<ul style="list-style-type: none"><li>• Webmaster</li><li>• Graphic Design (Adobe Creative Suite)</li><li>• Online Marketing</li><li>• Web 2.0</li><li>• Network Management</li><li>• Active Directory</li><li>• Exchange</li><li>• Security</li></ul>
EXPERIENCE	<p><i>May 2009 – Present</i>      <b>President</b>      <b>Phoenixfire Solutions</b>      <b>Charlotte, NC</b></p> <ul style="list-style-type: none"><li>• Produce graphic elements for client design needs</li><li>• Create &amp; design concepts for client websites</li><li>• Consult with clients on technological needs</li><li>• Advise clients on clients on Web 2.0 and social media best practices</li></ul> <p><i>Mar. 2003 – Mar. 2009</i>      <b>Director of IT</b>      <b>National Multiple Sclerosis Society, Mid-Atlantic Chapter</b>      <b>Charlotte, NC</b></p> <ul style="list-style-type: none"><li>• Led operations of the IT department</li><li>• Established and implemented network standards and practices</li><li>• Evaluated and implemented new technologies and processes</li><li>• Oversaw query structuring and data analysis</li><li>• Acted as web master of online tools including backend functionality &amp; page layout/design</li><li>• Created graphic design artwork for print &amp; online marketing materials</li><li>• Worked with Finance Department to find IT solutions to raise productivity and cut costs</li><li>• Worked with Development Department to maximize online fundraising potential</li><li>• Worked with Programs Departments to increase their online communication/services to patients</li><li>• Responsible for re-design of back-up systems – Symantec Corp.</li><li>• Responsible for departmental budget including technology solutions, equipment, data lines, and phone systems</li><li>• Participated on multiple national IT task forces &amp; pilot initiatives for the society</li></ul> <p><i>May 2002 – Mar. 2003</i>      <b>Network Support</b>      <b>National Multiple Sclerosis Society, Mid-Atlantic Chapter</b>      <b>Charlotte, NC</b></p> <ul style="list-style-type: none"><li>• Maintained network equipment</li><li>• Worked closely with Finance Department to find IT solutions to raise productivity and cut costs</li><li>• Back-up design and configuration – Symantec Corp</li><li>• Conducted project management</li><li>• Handled maintenance and troubleshooting of desktop systems, software &amp; printers</li></ul> <p><i>Jan. 2002 – Mar. 2002</i>      <b>Desktop Support (Short-term Contract)</b>      <b>Verge Tech</b>      <b>Statesville, NC</b></p> <ul style="list-style-type: none"><li>• Responsible for software rollout</li><li>• Created systems documentation</li></ul> <p><i>Dec. 1999 – May 2001</i>      <b>Network Engineer</b>      <b>Coastal Office Products/Manchester Equipment Corp.</b>      <b>Baltimore, MD</b></p> <ul style="list-style-type: none"><li>• Designed and implemented exchange 5.5 site structure for University of Maryland, School of Medicine</li><li>• Managed exchange upgrade project for Johns Hopkins University</li><li>• Designed, implemented, and administered of multiple networks for various clients</li><li>• Maintained backup systems/ anti-virus domains</li><li>• Used Visio to diagram networks and build documentation</li><li>• Designed Novell Networks</li></ul> <p><i>Dec. 1998 – Nov. 1999</i>      <b>Tier 2 Support</b>      <b>Applied Card Systems</b>      <b>Huntington, WV</b></p> <ul style="list-style-type: none"><li>• Maintained As400 connectivity</li><li>• Responsible for check processing equipment and software</li><li>• Sustained Lotus Notes desktop clients</li><li>• Designed &amp; implemented data archival systems</li><li>• Responsible for network security on mission-critical LAN segment</li></ul>
EDUCATION	<p><b>West Virginia Institute of Technology, Montgomery, WV</b> Electrical Engineering</p>
TRAINING & CERTIFICATION	<ul style="list-style-type: none"><li>• Microsoft Certified Professional</li><li>• Cisco Certified Network Administrator</li><li>• Convio Web Systems Training</li><li>• Business Objects Reporting Training</li><li>• Cisco Design Training</li><li>• Microsoft SQL Server Training</li><li>• Adobe Photoshop and Illustrator Training</li><li>• Search Engine Optimization Training</li></ul>
ACTIVITIES	<ul style="list-style-type: none"><li>• Volunteer (IT Support &amp; Graphic Design), Lupus Foundation of America, Charlotte</li></ul>