

RODERIC NICHOLAS FISHER

220 WATER TANK HILL RD • JOHNSON CITY TN • 37604
PHONE 423-833-6715 • FAX 423-975-1019 • E-MAIL RODNFISHER@AOL.COM

Objective

My objective is to secure employment in an environment where I may further my experience and education level in the field of Information Technology / I.T. Management.

Education

[1997-2001] E.T.S.U. Johnson City TN

C++ Programming/Japanese

- Incomplete

[2001-2004] N.E.S.T.C.C. Blountville TN

PC Specialist/Networking (AAS II Computer Science)

- Incomplete

[2004] D & D School of Real Estate Johnson City TN

Affiliate Broker License

Professional experience

[2009-2010] **Advanced BioServices LLC Johnson City, TN**

Information Systems Specialist

- Support remote users, hardware and software.
- Install, support and maintenance all hardware, software and related SOP.
- Create and implement new software and/or hardware structures for handling data more efficiently as needs in the company change.

[2009] **Higher Ground Technologies Johnson City, TN**

Network Migration / Rollout

- Assisted in network migration of United Co. in Bristol Va.
- Assisted upgrade of servers and related equipment.
- Support users and remote users after migration and helpdesk support.
- Performed rollout of network-wide settings and software after migration for S.T.L. Distribution.

[2009] **Gatlinburg Space Needle Gatlinburg, TN**

Web Design

- Customer wanted a Flash web site that gave a classy look and feel to the business' online presence
<http://www.gatlinburgspaceneedle.com>

[2007-2009] **Wyndham Vacation Resorts Johnson City TN**

Dialer Technician Supervisor

- Operate and maintain servers/databases for call centers in Johnson City TN, Springfield MO & Hazelton PA.
- Develop, rollout and support dialing scripts and Administrative software.
- Supervise/Train dialer technicians in Johnson City
- Dispatch repair and maintenance/warranty issues with IBM / Lenovo
- Create and maintain dialing campaigns for call center

[2005-2006] **Real Estate Broker Jonesborough TN**

Affiliate Broker

- Commercial and Residential Sales

[2001-2004] **PCS Solutions Johnson City TN**

Owner

- Customer Support for small business
- On site repair and maintenance
- Created and maintained Remote Help-Desk for local businesses and home office users.
- Developed and supported web sites for local businesses.

Summary of qualifications

- Teledirect International (Liberations 6000 Platform)
- Microsoft Windows Server 2003
- Microsoft SQL Server 2000
- Microsoft Windows XP
- Microsoft Visual Basic.NET
- TDI application Builder
- Customer Service (4 years)
- Server/Workstation/Network Hardware
- Web Design (HTML/some PHP)
- Sales and Marketing Experience

REFERENCES

Zane Abbey: Data Support/Wyndham Vacation Resorts 407-496-2727

Daniel Swain: Reservations Mngr/Wyndham V/O 423-416-7883

Chris Fortener: Operations Manager/Regions Bank 423-461-8141

Mark Franjione: Owner/Developer/Host Engineering 423-913-2587

Endorsement on next page

Endorsement



To Whom it may concern

This letter is to recommend Roderic Fisher for an IT position. Rod has served well under me at Wyndham Vacation Resorts for the last year and a half. He has been responsible for maintaining 250 PCs as well as 7 servers. These responsibilities affect one business which produce over \$750,000 dollars in revenue. He is well versed in Microsoft products and he has some minor VB knowledge that allows him to write some of his own programs. Rod has proven himself time and time again and is always willing to put in the extra time to get the job done. He works well in group settings as well as by himself. We are unfortunately closing our doors so we will be sad to lose such a valued employee. If you have any questions please feel free to call me.

Zane M. Abbey

Data Support Manager

Wyndham Vacation Ownership

2238 East Fairview Ave

Johnson City, TN 37601

Office: (423)975-1075

Cell: (407)496-2727

zane.abbey@wyndhamvo.com

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