

## Robert C. Campbell

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### EDUCATION:

**B.S. in Business Education, University of Montana; Minor in Computer Science; Minor in Computer Science Education; Minor in Office Administration.**

### WORK EXPERIENCE:

**Systems Administrator ([BCampbell@WORDinc.org](mailto:BCampbell@WORDinc.org)) WORD Inc.** Missoula, MT

- Newly assigned: WORD wants a proposal for adding a MS Exchange server to our network. If we can afford it, I will be adding that service Fall '09.
- Responsible for computer maintenance for all systems within WORD Inc. Approximately 50 employees at the office, another dozen or so work from home.
- Maintain Internet hardware connections on site (DSL router, SonicWall Firewall, Net Gear and 3 Com hubs connected to patch panels; then wiring from walls to personal systems. Internet and phone wiring throughout building provided by the property management company.)
- Setup MS Small Business Server 2003 on our LAN - 18% under budget and 60 days ahead of schedule. Connected all employee computers to network creating workgroups for each department to share files and information. This allows me to manage DNS, DHCP, and create tighter security within the company.
- Created intranet website where employees share the latest news on our on-line bulletin board, view committee notes, Board minutes, get Help documents, etc.
- Add new users to phone system, update voicemail accounts and manage extensions.
- Train users on our BizHub C450 color printer/scanner/fax machine.
- Redesigned web site (<http://wordinc.org>). This site uses PHP and a MySQL Database for easy administration and updates.
- Created <http://manyfacesofwomen.com> website for our annual fundraiser.
- Created and designed the web site for Montana Parent Information & Resources Center (<http://montanapirc.com>). This is a part of the "No Child Left Behind" program and employees at WORD Inc. manage the Montana program they call PLEIDES – Parent Leadership, Education and Involvement for the Development of Educational Success.
- Research, purchase and set up new computers as needed throughout the office.

**Webmaster ([WebSupport@Montana.com](mailto:WebSupport@Montana.com)) Internet Connect Services,** Missoula, MT

- Supervise and manage web support call center for Internet Connect Services.
- Consult with customers and provide assistance concerning web content, layout, graphic design, data entry protocol, templates, Cascading Style Sheets (CSS) HTML programming, phtml programming, FTP and the adoption and acquisition of new and evolving technology.
- Design layout of customer websites then developed them using HTML, PHP, Javascript and CSS. Worked with customers to make sure the completed web was what they had in mind.
- Provide first-tier technical support for web customers, train and supervise web support team to develop custom text and graphics for ICS customers. Work one-on-one as well as in groups for web site development and training.
- Developed web based tools with custom text and graphics for customers to purchase products and help tech support staff resolve problems faster.
- Edit and gather existing text and graphic content, create new content, repair and troubleshoot customer web sites hosted at ICS.
- Supervise and train assistants how to fix errors, write web based programs, troubleshoot, design and implement system solutions.
- Setup new servers and workstations connecting to the local area network and World Wide Web using TCP/IP, NIC's, routers and hubs.
- Manage about 1,000 businesses and over 5,000 personal webs at montana.com the largest ISP in the state.
- Act as liaison between web department and sales staff, provide design vision and management, and disseminate information to other departments at weekly staff meetings.

**Front Page Administrator and Microsoft Dot Net Administrator ([FrontPage@Montana.com](mailto:FrontPage@Montana.com) and [ASPSupport@Montana.com](mailto:ASPSupport@Montana.com)) Internet Connect Services,** Missoula, MT

- Responsible for network administration, technical support, security, maintenance and management of over 250 customer domains and their web sites. The primary server is a Windows 2000 Server using Microsoft IIS 5, FrontPage, ASP or Microsoft .Net Framework; secondary servers include 2 Windows NT servers for ASP and Cold Fusion projects and another Windows 2000 server running our map database and ASP web pages for my.montana.com and Lambros.com maps.

- Troubleshoot and repair web pages with database access, mail forms, shopping carts, etc. for over 250 customers across Montana. Single-handedly initiated and passed tests with Microsoft to become Montana's only Certified FrontPage Web Presence Provider.
- Responsible for the smooth administration and programming of various SQL and Access databases via Remote Access Services (RAS).
- Act as liaison with ICS staff to devise new ways to promote uses of the Internet and increase customer retention. Developed, maintain and secure a MS Access database with user names/passwords for access to their accounts.

**Domains Administrator ([Domains@Montana.com](mailto:Domains@Montana.com)) Internet Connect Services, Missoula, MT**

- Register domains for customers via Network Solutions, BulkRegister.com and OpenSRS. Modify and transfer ownership of domains from other ISPs to Montana.com.
- Setup DNS; create directories on both UNIX and Microsoft systems and point domains to these directories. Assist customers in all aspects of their domain agreements with the InterNIC.
- Initiated and passed tests to become a reseller for domain names and secure certificates (SSL's) with OpenSRS a major domain registration company for North America names (.com, .net, .org, info, etc)
- Developed and maintain Excel spreadsheets accounting for expenses to company and profits generated through sales.

**Tech Support**

- Provided technical support and troubleshooting via telephone for dial-up customers using Win 95/98, Mac and Windows NT for Internet Connect Services.
- Help customers resolve problems.
- Ensure confidentiality of user names and passwords for email and web sites, and kept data design secrets from competing customers. Accelerated to advanced tech, then on to the above positions.

**Computer Science Teacher** North Idaho College Coeur d'Alene, ID

- Taught Introduction to application software (Windows, HyperCard, WordPerfect, dBase, Excel etc.) BASIC and C++ programming languages for adult continuing education program, evenings, 2 courses per semester.

**Instructional Technician** North Idaho College Coeur d'Alene, ID

- Integrated the use of computers into the curriculum by working one on one with faculty members, evaluating their course materials, purchasing appropriate software and then teaching the instructor and their class how to use it.
- Managed the instructional computer labs and support center on campus.
- Provided training seminars for work study student employees, instructors and students.
- The English Department at NIC required all term papers to be type written, I taught each Eng. 101 class a 2 hour course in Word Perfect every semester.
- Responsible for making sure approximately 135 PCs and 35 Mac computers were in good repair for daily operation.

**Computer Science Instructor** Rocky Boy High School, Havre, MT

- Taught introduction to computers and software application programs on Apple equipment.

**US Army** Clerk Typist, Specialist 4; Frankfurt Germany, **Honorable Discharge.**

**Certificates and Skills:**

Certificate of Achievement – MS SQL Server 2000	Computer Troubleshooting and Repair - Advanced
HTML Programmer -- Expert	Office Suite (Outlook, Word, Access, Excel) - Expert
PHP MySQL Programming (Web pages) -- Advanced	Database Administrator (Access, SQL) -- Advanced
Adobe Photoshop – Advanced	Windows 2000 and NT Server Administrator -- Expert
Windows Technician (NT, 2000, XP and Vista) -- Expert	Teacher -- Expert (5 yrs college, 1 yr high school)

**References available upon request**