Jay R. Parrick

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Objective:

I love to solve challenging problems and provide useful insight. I truly enjoy discovering new and interesting solutions that make technology easier to use and more effective. Helping people to be more comfortable and less frustrated with their technology is what I find most satisfying.

Education:

2020	Missouri Western University: Bachelors in Arts, English with an emphasis on Technical Communication, Graduate Cum Laude, Technical Communication Graduate of the Year
2018	Maple Woods Community College: Associates in Arts Degree, Phi Theta Kappa Graduate
1995	Community College of the Air Force: Communication/Computer Systems Specialist
1993	Union High School, Biggsville, IL: Diploma Awarded, High School General Studies

Work History:

2022-Present	Beyond Reproach LLC, An Amazon contracted AFP
2020-2022	Florida Modification Systems, LLC; Legacy Aircraft Conversions concurrent with; Phoenix Manpower Group: CIO and Technology Implementation Officer
2019-2019	Boehringer-Ingelheim: Computer Systems Validation & Compliance
2006-2016	Smithville R-II Schools: Lead Technician (IT/Installs/Training), Webmaster
1998-2006	Waller Trucking: Independent Owner/Operator
1995-1998	Best Buy: Computer repair technician
1993-1995	USAF: Communications, Computer systems specialist.

Systems familiarity:

Hardware installations:
- Rack mount installations, including servers, switches, A/V recording and distribution systems
- Cat3/5/6 from patch panel to wall termination, using both standard waterfall and NeatPatch installations
- Desktop computers, multiple form factors, from 386 to current in PC, and from the Apple II to current in the Apple world
- Projection systems, both wall mounted and drop-tile installations.
- Speaker installation on drop-tile ceilings
- Projector setup, alignment and service, troubleshooting and bulb replacement
- Non-network cable runs, including coax, VGA, HDMI, RCA, XLR, two-wire audio etc.
- Strand Palette light board
- Yamaha LS-9/32 sound mixer board
- DMX programming
- Daktronics Digital Display, RS-422 programming, troubleshooting and installation
- Intel NUC and Raspberry PI based digital signage

Software
This list would be far to long for a resume, but I have familiarity with software in all three major systems, Linux, Windows and Mac specific, and I have supported many that are niche and specialized. I have often been tasked to learn new software in preparation for deployment and training. This base allows me to be flexible, and to deliver highly technical information in a targeted manner, tailoring the delivery adapted to match a very wide variety of end user experience levels. I have effectively supported octogenarians and kindergarten students. I have provided support to C level suites and janitors, and left them satisfied and comfortable with their ability to use the equipment, software and technology.

Other duties:
- I trained staff in utilizing classroom and A/V equipment, both in individual and large group sessions.
- I have experience with large conference presenting, both in setting up the A/V equipment, as well as giving presentations with same.
- I create training videos, handouts, documentation and online self-help.
- I have installed boardroom presentation equipment and other A/V systems using equipment from Epson, Kramer, Bose, Crestron, and many more.
- I have setup and trained users in wireless video (WiDi, ChromeCast and Miracast)
- I have extensive customer support experience, both via phone and in 'elbow support' roles.
- Multiple radio and wireless builds, from long distance internet connections using high gain yagi antennas as well as supporting systems for ADA compliance in venues.