

BRENT P SOPER

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CAREER OBJECTIVES

To secure a position with a growth oriented company that allows me to use my 20+ years experience in the computer and telephony industries and my strong management and customer services background.

SUMMARY OF QUALIFICATIONS

I have been involved in the computer and telecommunications industry for most of my life and have experience and knowledge in many areas, not limited to:

Operating systems: VMware, XenServer, Windows servers 2000-2008, Windows 7, Vista, XP, 9x, Windows NT, Apple OS9, Apple OS-X, DOS, Linux, UNIX, Solaris (Sun & x86)

Hardware: Dell Equallogic, Redhat Networks, Dell servers, Gateway, Sun, Cisco, 3Com, Bay Networks, US Robotics, Printers of all sorts, Modems, CSU/DSU, and other telco equipment.

Server Software: Exchange, BackupExec, Citrix, Apache, Panda Enterprise, Perl, Sendmail, Qmail, IMail E-mail server, Radius, SQL, MySql, and other standard Unix/NT/2000-2008 software.

Desktop Software: Microsoft Office all versions, Corel Office Suite, Adobe Products, Goldmine, Act, SignLab, FlexiSign, most other windows applications.

Other Skills: Sales, product procurement (buyer), HTML design and support. Installation, design and support of Ethernet, HPNA, wireless LAN, and telephone systems for both home and business environments. Logo and graphics design, digital photography, Multimedia production and large format printing.

CAREER HISTORY

Elkhart Community Schools

Elkhart, IN

Systems Administrator/Senior Technical Support

Contractor Responsible for application, design, disaster recovery, and security aspects of large school corporation's IT infrastructure, including Active Directory, Windows Servers, e-mail servers, SAN's and user desktop environments. Also troubleshooting and maintenance of both desktop and server environments.

Apple Specialist in OS-7.5 through OS X 10.x including OS X servers and Apple X-Serve

Interconnect Inc.

Indianapolis, IN

Network Operations Center Manager

Manage all aspects of regional Internet Service Providers network operations center, including both hardware and software deployment.

Manager technical support department

NextOasis

Sheridan, IN

Chief Technology Officer

Implement all technical aspects of a new regional Internet service provider. Network design, server room installation, co-location arrangements, telco contracts, and server design.

Installation and ongoing maintenance of all servers (E-Mail, Web, SQL, News, Accounting) for both the MIS needs (internal) and for the ISP customer requirements. End user ATM circuit design for DSL/T1 circuits. Core Network Operations Center Management (Support, Monitoring, etc) and end user support.

Tech Motorsports LLC (IQuest Motorsports) Indianapolis, IN

MIS- Race Crew - Webmaster

Assist in network design, construction and operation of a multiple server LAN/WAN. Including installation of equipment and cabling. Installed corporate phone system.

Buyer for both computer, and race equipment.

Design and deploy corporate web presence, including graphics and logo design.

Data analysis and acquisition from race computer systems, timing and scoring, and dyno data.

Photography and large format color printing.

IQuest Internet Inc. Indianapolis, IN

Network Operations Center

Assist in network design, construction and operation of a multiple server large scale LAN/WAN. Including installation of equipment and cabling in state of the art server facility. All aspects of LAN/WAN construction and remote dial up services.

Monitoring and repair of dial-up and dedicated Internet service hardware for over 30,000 customers.

Assisted technical support department in evaluating and correcting reported problems both for dial-up and leased line. Assisted in Customer Service Training.

Buyer for network equipment and company supplies.

Future Direct Inc. Sheridan, IN

Director - Internet Marketing

Specialized in direct Internet marketing programs. Responsible for all aspects of commercial web sites, including graphic design, layout, management and advertising copy.

Maintenance of Future Direct's customers' web sites including custom CGI, and HTML programming.

Maintenance of Future Direct's server and Internet connectivity equipment.

Computer Business Services, Inc. Sheridan, IN

Vice President, Internet Resources

Designed and maintained Internet service provider for the Sheridan, IN community. Arranged for T-1 access to regional provider. Configured router for secure access from corporate LAN, and public access to web, FTP, and E-mail services. Administered dial-in server for local community, and provided technical assistance to users.

Designed and installed World-Wide-Web "Home Pages" for Computer Business Services, and for Sheridan Community Network business sponsors. Housed and assisted in designing pages for CBSI's home-based business clients. Provided secure transaction services for clients wishing to accept credit cards via their home pages.

Manager of Computer Manufacturing

Managed crew of builders, shipper, and inventory control. Negotiated with hardware vendors to purchase computer components and peripherals to support CBSI's hardware sales of 400 CPU's monthly. Maintained minimum 15% G.P. on all hardware sales.

Tracked per-item pricing from various vendors to ensure best possible value on \$1.5 million annual purchases.

Responsible for maintaining quality control of configuring each computer system with the individual components and software required for each customer. All computers were custom-built, and pre-loaded with each client's specific software needs.

Implemented automated UPS and Federal Express manifesting systems to allow more efficient use of time and shipping dollars.

Manager, Technical Help Desk

Managed telephone Technical Support representatives on 2 weekday shifts, plus Saturday crew. Worked with developers to design and implement automated LAN-based call delivery system to replace "Pink Slip" phone messages.

Tracked and evaluated call statistics to rate and improve agent efficiency, resulting in reduction of average call time from 22 to 11 minutes, and reduction in callback-waiting time from average of over 3 hours to less than 45 minutes, while supporting over 4,000 calls monthly.

Expanded department focus from software-only support to include PC Hardware support; designed and implemented training program to provide necessary knowledge to support agents.

Assistant Manager, Computer Manufacturing

Primary hardware buyer for \$1 million annual purchases, supporting 300 CPU shipments monthly. Established retail pricing, and prepared information on new components and peripherals to sales staff.

Supervised crew of 4 builders, 1 Inventory clerk, and 1 shipper. Maintained average 3-day turnaround from initial order to shipment of custom-built and -configured computer.

Reduced time needed for 24-hour burn in to less than 20 minutes per computer.

Provided technical support for all hardware to user base of over 7,000 clients

Technical Support Representative

Provided telephone support on CBSI software packages to user base of over 5,000 clients. Responsibilities ranged from technical questions to custom modifications of software.

Worked with design team to create new programs for use in our home-based business packages. Negotiated with software vendors for distribution rights.

COMPLETE EMPLOYMENT SUMMARY

Present	Elkhart Community Schools Contractor	Elkhart IN
<i>Position:</i>	<i>System Engineer/Technical Support</i>	
2001-2001	Interconnect Inc.	Indianapolis IN
<i>Position:</i>	<i>Network Operations Center Manager</i>	
2000-2001	NextOasis Inc	Sheridan, IN
<i>Position:</i>	<i>Chief Technology Officer</i>	
2000 - 2000	Tech Motorsports LLC	Westfield, IN
<i>Position:</i>	<i>IT – Race Crew – Webmaster</i>	
1997 - 2000	IQuest Internet	Indianapolis, IN
<i>Position:</i>	<i>Network Operations Center</i>	
1996 - 1997	Future Direct Advertising	Sheridan, IN
<i>Position:</i>	<i>Vice-President, Internet Resources</i>	
1990 - 1996	Computer Business Services, Inc.	Sheridan, IN
<i>Position:</i>	<i>Vice-President, Internet Resources</i>	
1988 - 1990	Tandy Corp / Radio Shack	Indianapolis, IN
<i>Position:</i>	<i>Computer Sales Associate</i>	
1987 - 1988	U. S. Army Finance Center	Fort Benjamin Harrison, IN
<i>Position:</i>	<i>GS-1 Secretary, Functional Validation Data Analysis Div.</i>	

REFERENCES: Available upon request.