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## Randall W. Folks

### Experience

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#### **Objectives**

*I am seeking an opportunity to utilize my knowledge of computers, networking and other technologies, plus over ten years of management experience to join a team of driven professionals who enjoy having fun with their work.*

*I thrive in an environment that can provide me with daily challenges and encourages an "outside-of-the-box" thinking style. Developing, streamlining and implementing solutions are a few of my strong points.*

**2003-2007**      *Dominion Enterprises, The Employment Guide*  
*5665 West 79<sup>th</sup> St. Indianapolis, IN 46278 (317) 802-0809*

#### **Distribution Manager for Indiana/ IT Branch Support**

- Effectuated 40% growth in publication and development in Central Indiana Responsible for all logistics and for multiple publications statewide
- Effectively met and exceeded quarterly and annual goals
- Maintained weekly/monthly reports to ensure good communication and smooth workflow within the branch
- Coordinated multiple companies to produce, print, ship and distribute a weekly publication and any ancillary products
- Coordinated and organized 15+ contracted drivers handling 35,000+ publications across 15 routes covering the Indiana service area
- Served on several committees to plan and coordinate large scale career fairs, also served on company safety committee
- Direct help desk liaison for Indianapolis branch
- Performed IT support services including troubleshooting, repair, hardware and software updates/ upgrades, planning, ordering and roll-out of new equipment and new software standards of 20+ local branch machines, as well as maintained some network equipment and DT backups.
- "Outstanding Achievement" Award in 2003
- "Extra Mile" Award in 2005

**2002-2003**      *Uncle Bill's Pet Center*  
*9411 East Washington St. Indianapolis, IN 46229 (317) 897-0709*

#### **Assistant Store Manager**

- Team member sales and training
- Opening/closing of store and other daily store duties
- Sales floor supervision, customer relations and complaints
- Ordering, inventory and supplies
- Quality control and inspection
- Responsible for all employee financials and accountability

**1999-2002**      *Tuchman Cleaners*  
*4401 North Keystone Ave. Indianapolis, IN 46205 (317) 545-4321*

#### **Plant Manager**

- Opening/closing of store
- Met high pressure daily and hourly deadlines
- Customer relations and complaints
- Responsible for all payroll, scheduling, P & L, inventory and supply ordering, quality control/inspection, hiring/termination and all other daily duties required

### Education

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1989-1992  
1992

Attended Dunnellon High School  
Graduated Ocala Community High School

Dunnellon, FL  
Ocala, FL

## ***Computer Knowledge/ Software Titles and More***

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### ***Microsoft Titles***

- Microsoft Office
  - Suites 2003 (Excel, Word, Outlook, PowerPoint, some Access)
  - Suites 2007 (Excel, Word, Outlook, PowerPoint, some Access)
- Microsoft FrontPage 2003
- Microsoft Expression Web\*
- Microsoft Digital Image Suites
- Microsoft MapPoint
- Microsoft Streets and Trips
- *Knowledge of additional titles, please inquire if interested*

### ***Operating Systems***

- Microsoft Windows:
  - Windows 98
  - Windows 98 Second Edition
  - Windows 2000
  - Windows 2000 Server
  - Windows XP
  - Windows Vista\*
- Apple OS:
  - OS 7
  - OS 8
  - OS 9
  - OS X (up to 10.4)
- Linux\*
- BeOS\*

### ***Recent Temp. Jobs (through RHT\*\*)***

- Telemon Corporation [Carmel, IN]
  - Technical support/ Call center: Fielded incoming calls for technical support on various technologies
- Avon [Fountain Square, IN]
  - Laptop Technician/ HTML Support: Troubleshooting and resolution of HTML newsletter and laptop issues for Avon distribution manager

***\*References available upon request.***

### ***Design & Development Toolsets***

- Dreamweaver MX - 8
- Fireworks MX - 8
- Freehand MX
- Adobe Flash MX – 8\*
- SwishMax (Pro)
- Adobe Reader
- PDF Creator
- Adobe Photoshop CS3\*
- Adobe Illustrator CS3\*
- Adobe Bridge CS3\*
- Adobe Photoshop Elements 6\*
- All Web Menu's (Java based)
- CoffeeCup Titles (Gallery, forms, flash site search etc.)
- *Knowledge of additional titles, please inquire if interested*

### ***Hardware/Networking***

- Residential and small business networking experience
  - Setup and maintenance of shared network drives
  - Setup of shared/ private printers and other equipment
  - Permissions setup and troubleshooting
  - Setup of firewalls (i.e. - Sonic Firewall, Windows default) and filtering
  - Wireless networking setup
    - Wireless routers
    - DSL modem setup
    - Switches
    - Hubs, etc.
- Cross platform (Apple & Windows) residential wired/ wireless networking
- Troubleshooting, maintenance, upgrades, repair and replacement
- Can build custom/ partial custom machines if needed.

***\*Currently studying, limited knowledge  
\*\*Robert Half Technology***