

PARKER I. CRAWFORD

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JOB OBJECTIVE

To obtain a virtual/telecommute position using my extensive technical, analytical, and organizational skills in a computer-related or support role.

SKILLS

- Technical/ Software/Desktop Support
- Software Proficiency in:
 - Windows Operating Systems including Vista/XP/ME/98/95/NT/DOS
 - Microsoft Office Suite (2007/97)
 - Web Browsers - Internet Explorer, Mozilla Firefox, Chrome, Opera
 - Corel Products -Paintshop Pro, Corel Suite, Word Perfect
 - Novell Servers and GroupWise E-mail
 - HTML/CSS coding using FrontPage, Kompozer
 - Virus Protection - Norton, McAfee
- Hardware - Laptops, desktops, digital cameras, scanners, Proxima projectors, modems, routers, PDAs, and printers.

EXPERIENCE

PIXEL, A VIRTUAL SERVICES COMPANY, GREENVILLE, SC

Current

Consultant

Current clients: B Vogt, Kate Carlyle, PHC Communities, FACETS Consulting, Pak-It-N Self Storage, CFI, LLC

Project work includes setting up small business e-commerce websites using HTML/CSS, spreadsheet development and maintenance, business startup assistance, internet research, data entry, email processing, user training, and document editing & formatting.

CHILDREN'S MUSEUM, GREENVILLE, SC

2006-2007

Chocolate Soiree Joint Chair

Joint chair leading a committee of fifteen volunteers to solicit, collect, and coordinate donations for a major auction event which raised over \$80,000 for the Children's Museum. Duties involved planning and facilitating committee meetings, assigning areas of responsibility, creating and maintaining donor records, creating all committee forms, letters, and templates, soliciting local and national donors, working closely with Museum president and board, exceeding fundraising goals, motivating committee members to meet their goals, and event logistics.

WESTVACO CORPORATION, CHARLESTON, SC

1996-2001

PC/LAN Analyst

- Provided help desk coverage and on-call support.
- Identified and quickly resolve user technical issues and problems.
- Planned and coordinated the purchase, installation, and implementation of user hardware and software.
- Worked in conjunction with internal software developers for the rollout of new systems.
- Research, planning, and implementation of software and client upgrades.
- Provided training on existing and new software packages in classroom format to end-users.
- Responsible for training and mentoring new employees. Training performed included technical training, help desk support, and Westvaco procedures.
- Supported users with audio/visual equipment for presentations.

- Created and maintained team procedures for workstation installations, software installations, and support issues.
- Special project involvement such as: Building move, GroupWise 5.5 upgrade, NT Service Pack rollout.
- Supported Novell 3.x/4.x servers, including basic Novell administration, performance monitoring, network software installation, and troubleshooting.
- Workstation operating system support included Windows 3.x, Windows 95/98, Windows NT, and some OS/2.
- Created and supported Windows NT workstation load set.
- GroupWise basic administration including user/public group maintenance and database maintenance.
- Creation and maintenance of Novell ZEN works policies, objects, aot files.

FIRST UNION NATIONAL BANK, CHARLOTTE, NC

1992-1996

Technical Consultant – Team Leader

- Provided technical support, training, and, customer service to First Union commercial customers on Cash Management automated products requiring extensive knowledge of PC hardware/peripherals, operating systems, networks, and various vendor and communications packages.
- Responsibilities also included sales support, existing relationship management, and cross-marketing of products.

Systems Developer

- Integral team member for development in Artificial Intelligence projects, including a mortgage underwriting system and a problem tracking and reporting system.
- Organized/facilitated development sessions with users, user acceptance testing, end-user training, and presentations to upper management.
- Technical writer for system user manuals and documentation.

NATIONS BANK

Summers 1990-1992

Teller

EDUCATION

HOLLINS COLLEGE, Roanoke, VA- B.A., French and Computer Science	1988- 1992
Hollins Abroad, Paris, France	1990

CONTINUING EDUCATION

- Novell ZEN works, Novell GroupWise 5.5, Certified Novell Administrator 4, October 1996, Novell Administrator 4 Training, August 1996
- Lotus Notes Administration
- Windows 95, Windows NT 4.0 Workstation, Windows NT Core Technologies
- TRIDENT REALTORS ASSOCIATION - Sales I, October 1996
- TREASURY MANAGEMENT ASSOCIATION - Certified Cash Manager (CCM), 1995

ACTIVITIES AND HONORS

- March of Dimes volunteer
- Christ Church Episcopal School – Mentor Committee Co-Chair, Class Representative, Super Saturday Co-Chair
- The Circle of the Children’s Museum
- The Junior League of Charleston and The Junior League of Charlotte, Charlotte Emergency Housing Committee
- “Favorite PC Technician”, Westvaco, 1997-99, Member Westvaco Safety Committee
- Recipient of First Union's STAR award, 1994, Member of Cash Management’s Quality Council, Awarded eight Cash Management Quality keys