

# CHRIS OVERSTREET

## OBJECTIVE

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A position in IT management in the Southern Oregon area, within an organization that values hard work, teamwork, and loyalty.

## EMPLOYMENT HISTORY

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### 2015-Present Lieberman Software Corporation, Los Angeles, CA

#### *Sales Engineer*

- Provides technical demonstrations, pre-sales support, and proof-of-concept and post-sales installation support for the company's flagship product (Enterprise Random Password Manager) and other products, for clients on the West Coast, Canada, and the Asia-Pacific region
- Performs testing of beta software
- Works 100% remote (95% at home, 5% at customer sites)

### 2013-2015 Harry & David, Medford, OR

#### *Manager, Windows Systems; Manager, Desktop Support; Project Manager*

- Serves as technical and administrative manager of staff, including PC technicians and systems engineers
- Manages day-to-day customer service and support operations, supporting Windows servers and desktops in Oregon and Ohio, various shipping and packing facilities across the U.S., along with 47 year-round and 25 seasonal retail locations nationwide
- Oversees small- to large-scale software and hardware implementations; serves as project manager as well as a technical resource and engineer
- Manages department and project budgets
- Manages Microsoft and other software licensing
- Manages day-to-day customer service and support operations, along with a wide variety of vendor-supported and in-house applications
- Serves as level 3 technical support for servers, networks, applications, and general infrastructure

### 2009-2013 Halski Systems, Inc., Gainesville, GA

#### *Technical Manager*

- Serves as technical and administrative manager of staff, including helpdesk technicians, PC technicians, and systems and network engineers
- Manages day-to-day customer service and support operations, supporting large medical, legal, and manufacturing clients as a provider of outsourced IT support and management
- Manages projects of varying types, including virtualization on XenServer and VMware, cloud computing migrations, large-scale software implementations, and leased equipment management and turnover, and serves as a project technical resource and engineer
- Serves as level 3 technical support for servers, networks, applications, and general infrastructure

**2005-2009      Hall County Board of Commissioners, Gainesville, GA**

*Network Manager*

- Serves as technical and administrative manager of operations staff, including helpdesk technician, PC technicians, assistant network administrator, and systems administrator
- Manages day-to-day customer service and support operations, supporting over 1,000 clients and over 1,300 users
- Administers and configures network routers, switches and hubs, and appliances such as firewalls, spam filters, web content filters, intrusion prevention systems, and network protocol filters
- Administers and configures servers on diverse platforms, including Windows Server 2000, Windows Server 2003, and RedHat Linux
- Administers Windows domain and accompanying services, including Active Directory, Domain Name Services, Dynamic Host Configuration Protocol, Systems Management Server, and Virtual Private Networking services
- Manages enterprise applications such as email; financial, credit card and payroll systems; World Wide Web servers running Windows and Internet Information Server, or Linux and Apache; and centralized antivirus
- Manages connectivity to over 40 sites within an area of approximately 400 square miles, utilizing backhaul solutions such as DSL, frame relay, and metro-Ethernet
- Manages and performs new infrastructure installations, including appropriate network hardware and copper and fiber cabling
- Serves as Level 3 desktop support, resolving hardware and software issues with PCs running Windows 2000/XP, Microsoft Office 2000/2003, and other applications

**1996-2004      Motorola, Inc., Plantation, FL**

*Project Manager*

- Manages software, hardware, service deployment, and documentation projects, utilizing industry standard models including the Software Enterprise Institute Capability Maturity Model (SEI CMM) and Control Objectives for Information and Related Technology (COBIT)

*Computer Lifecycle Manager*

- Manages team of technicians performing end-of-lease computer replacements. Manages replacement schedule based on lease expiration dates of over 2,000 desktop and laptop PCs, as well as available technicians.

*Technical Support Supervisor*

- Supervises team of helpdesk and field technicians providing hardware and desktop software support to approximately 1,500 desktop and laptop PCs running Windows 9x and Windows NT
- Serves as Level 3 technical escalation point for problem resolution

*Desktop Support Technician*

- Troubleshoots and resolves hardware, software, and operating system problems on desktop and laptop PCs running Windows 9x and NT, and applications such as Microsoft Office
- Serves as Level 2 technical escalation point for problem resolution

**1995-1996      Alternative Resources Corporation, Fort Lauderdale, FL***Desktop Support Technician*

- Provides contracted desktop support to Motorola, Inc
- Troubleshoots and resolves hardware, software, and operating system problems on desktop and laptop PCs running Windows 9x and NT, and applications such as Microsoft Office

**1994-1995      Bay Resources, Inc., Miami, FL***Desktop Support Technician*

- Provides contracted desktop support to Northern Telecom (Nortel)
- Troubleshoots and resolves hardware, software, and operating system problems on desktop and laptop PCs running Windows 9x and NT, and applications such as Microsoft Office

**1992-1994      45th Communications Squadron, Patrick AFB, FL***Comm/Computer Systems Journeyman*

- Provides hardware and software support to desktop computer users at Patrick AFB and Cape Canaveral AFS.
- Manages Microsoft Office applications training program for users.

**1992-1992      31st Communications Squadron, Homestead AFB, FL***Comm/Computer Systems Journeyman*

- Provides hardware and software support to desktop computer users
- Approves purchases of computer hardware and software
- Converts paper forms to electronic format in support of "paperless office" initiatives using PerForm Pro software
- Creates and maintains program modules for in-house software using Ada and C+ computer programming languages

**1989-1992      American Embassy, Ankara, Turkey***Comm/Computer Systems Technician / Technical Liaison*

- Performs routine maintenance of cryptographic hardware
- Troubleshoots and maintains satellite communications circuits with Turkish military, as well as American installations in other countries
- Provides general voice and data technical advice and assistance to Turkish counterparts
- Manages message traffic on AT&T minicomputer running System V UNIX
- Provided message traffic and other support between U.S. installations and ground and air forces during Operations Desert Shield / Desert Storm

**1986-1989      Headquarters Strategic Air Command, Offutt AFB, NE***Tape Librarian / Mainframe Operator / Network Helpdesk Technician*

- Performs maintenance of magnetic tapes and tape readers, paper tape readers, laser printers, removable hard disk systems, and punch card readers
- Operates IBM 308x Series mainframe using the Multiple Virtual Storage (MVS) operating system and the Job Entry Subsystem version 3 (JES3)

**FORMAL EDUCATION**

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|           |   |                                     |
|-----------|---|-------------------------------------|
| 2008-2009 | American Intercontinental University (Online) | Information Systems                 |
| 2004-2005 | George Washington University (Extension)      | Project Management                  |
| 1988-1988 | College of St. Mary, Omaha, NE                | Telecommunications                  |
| 1986-1993 | Community College of the Air Force            | AAS, Management Information Systems |

**INDUSTRY EDUCATION AND CERTIFICATIONS**

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|                      |      |  |                 |
|----------------------|------|--|-----------------|
|                      | 2008 | CED Solutions  | Atlanta, GA     |
|                      |      | <i>Certified Information Systems Security Professional (CISSP), 72 hours</i> |                 |
| <b>CERTIFICATION</b> | 2008 | CED Solutions  | Atlanta, GA     |
|                      |      | <i>Computer Hacking Forensic Investigator (CHFI), 48 hours</i>               |                 |
| <b>CERTIFICATION</b> | 2008 | CED Solutions  | Atlanta, GA     |
|                      |      | <i>Certified Ethical Hacker (CEH), 40 hours</i>                              |                 |
|                      | 2006 | American Trainco   | Raleigh, NC     |
|                      |      | <i>Basic Electricity for the Non-Electrician, 16 hours</i>                   |                 |
| <b>CERTIFICATION</b> | 2000 | New Horizons Learning Center   | Plantation, FL  |
|                      |      | <i>Microsoft Certified Systems Engineer (MCSE 2000), 40 hours</i>            |                 |
| <b>CERTIFICATION</b> | 2000 | New Horizons Learning Center   | Atlanta, GA     |
|                      |      | <i>Microsoft Certified Professional (Microsoft Office 2000), 40 hours</i>    |                 |
|                      | 1994 | Apple Computer   | Raleigh, NC     |
|                      |      | <i>Apple Computer / Laser Printer Repair and Maintenance, 40 hours</i>       |                 |
| <b>CERTIFICATION</b> | 1994 |  |                 |
|                      |      | <i>CompTIA Net+, CompTIA A+</i>  |                 |
|                      | 1986 | US Air Force   | Keesler AFB, MS |
|                      |      | <i>Comm/Computer Systems Technical Training, 280 hours</i>                   |                 |

**PROFESSIONAL REFERENCES**

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Dan Barry, Director Computer Services, Harry & David  
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