



RICHARD BALLIN

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Targeting Web & Graphic Designer Positions

IT professional with Eighteen years' experience in customer service, supervision, and desktop management. Effectively resolves challenging technical issues in an expedited, cost-cutting manner. Quickly adapts to new technology in both team and self-directed settings while coordinating a broad range of computer systems, languages, tools and testing methodologies. Customer focused decisions embrace questions and complaints with clarity, patience, understanding, and courtesy. Implements measures to ensure time and resources are used intelligently and effectively. Collaborates with various project managers, directors and president of our new Cleveland campus on best layout, configuration and use of resources for all technology residing on campus.

Computer Knowledge and Skill

- Visual Basic, XHTML, HTML5, CSS, CSS3, C++, MySQL, PHP, Javascript.
- Adobe CS5.5 & CS6. Photoshop, Illustrator, Flash, Dreamweaver, InDesign, Fireworks, Microsoft Office 2010 & 2013
- Both Mac and PC proficient.
- Eighteen years of IT administration, including desktop and server support, network administration and application support.

Education

SOUTH UNIVERSITY (2013)
A.S. in Information Technology • GPA: 3.1

THE ART INSTITUTE OF PITTSBURGH (2014)
Web Design and Interactive Media • GPA: 3.9

SOUTH UNIVERSITY (2015)
B.S. in Information Technology • GPA: 3.3

Certifications

- CompTIA A+ ID No. COMP10437839
- Certificate of Completion: Adobe InDesign short course
- Certificate of Completion: Adobe Dreamweaver short course
- Certificate of Completion: Adobe Photoshop short course

Experience

Desktop Analyst (2016 to 2016)

Main responsibilities include responsibilities involve coordinating and maintaining workflow of issues within the care and repair centers. Daily accountabilities are phone and desktop support on both Mac and PC computers and laptops, printers & both Proprietary and Non-Proprietary software and applications.

Modis Inc. (Lubrizol) – Cleveland, OH

DSS Analyst (2015 to 2016)

Main responsibilities include scheduling and supervising Student workers at Case Western Reserve University, Care and Repair Centers. Other responsibilities involve coordinating and maintaining workflow of issues within the care and repair centers. Daily accountabilities are overseeing of all repairs done by student workers on both Mac and PC computers and laptops.

CDI CORPORATION (Case Western Reserve University) – Cleveland, OH

IT Desktop Analyst (2009 to 2015)

Brought South University's Cleveland campus online in collaboration with the greenhouse team in various facets of design, new hire training, layout and setup of hardware. Attends end user help requests through incident tracking tickets, telephone and email. Provides preventive maintenance such as checking peripherals, printers, desktops and laptops for 2000+ local and remote staff, faculty, and students with range of issues on personal computers.

SOUTH UNIVERSITY – Savannah, GA & Cleveland, OH

IT Help Desk Supervisor (2003 to 2009)

Responsible for scheduling and supervision of Information Technology Help Desk Support Technicians. Developed workflow, processes, goals and policies to continually improve the quality of customer service and technical service provided to the customers.

TAYLOR, BEAN & WHITAKER MORTGAGE CORP. – Ocala, FL

Radioman 3rd Class (1995 to 1997)

Coordinated design, set-up and implementation of secure and unsecured voice, tone modulated radio teletype equipment and data communications.

UNITED STATES NAVY – Mayport, FL