

Christopher J. Musser

<http://mussercommunications.com>

COMPUTER & NETWORKING EXPERIENCE

Objective: To secure a part-time position on a computer or telecom networking, sales or software quality assurance team that creatively challenges my hardware, software, trouble-shooting and communications skills.

Certifications/Education:

Cisco Certified Network Associate
Microsoft Certified Systems Engineer
Certified Netware Administrator
A.A. Liberal Arts, College of Marin, Kentfield, CA

Self employment and contracting:

Musser Communications IT Services

October 2015-Now

Occasional part-time work fixing computers, building websites, etc.

Local Fires

April 2015-October 2015

Telecom sales and business setup and design tasks for Eric Schlange of BitSculptor (see below) for new business venture, "Local Fires." This company sent alerts to Servpro, Inc. franchises letting them know a fire or other disaster in their local area was happening so that they could respond quickly and acquire the restoration business. This involved the aggregation of sophisticated Internet services (local fire department streamed calls, Google Map lookups, Zillow assessed values, etc.) dispatched from the back-end of a new website via text to customers in real time, with follow-up emails after the incidents closed with wrap-up information. Because we had not reached profitability during the span set by Eric (this required a highly-paid 24/7/365 staff of over 15 dispatchers) he decided to "pull the plug" and concentrate on his other businesses. During this time I contacted, prospected and often sold our service to more than 800 of the 1,600 existing Servpros in the United States and Canada.

Musser Communications IT Services

December 2013-April 2015

Work for Lake County Electric Supply, Camp Indian Meadows, Clearlake Radio Shack and other local clients and businesses, building websites, helping with IT, and other computer and creative work.

BitSculptor

June 2011-April 2013, October 2013-December 2013

Sales and development for 15-year old Lakeport, CA website development firm. Made phone calls and personal visits to area businesses and phone calls to out-of-area (many times out-of-state) companies seeking to build websites, or to acquire their website maintenance and hosting business. Occasionally performed development tasks while continuing my self-study of Internet development technologies such as HTML, CSS and Javascript. Sold over 60 accounts in 1.5 years. Helped prospective clients understand the benefit to their businesses of web technologies, set expectations and interfaced with customers regarding requirements and providing assets for building effective Internet-oriented businesses.

Heart Consciousness Church

March 2010-May 2011

Managed the IT department for a recreational Hot Springs and Spiritual Retreat Center with accommodations for up to 1,000 guests and over 60 computer users. Built and maintained application and file servers, firewalls, Cisco T1 routers, and more than 50 laptops and PCs with various flavors of MS Windows and Office installed. Maintained WiFi, fiber-optic and Ethernet networks, and upgraded hardware and software on an ongoing basis, including PCI DSS compliance, multiple bonded T1s, extended fiber and other projects. Supervised at different times 10+ employees, contractors and consultants.

Musser Communications IT Services

December 2007-April 2010

Build websites, help with connectivity, firewall and anti-virus solutions, build and fix systems, and providing network, hardware and software consulting for various clients.

Respectech, Inc.

July 2007-December 2007

Technical services and network engineering for 1-year old Ukiah IT firm. Built new PCs and servers as well as performing system troubleshooting and maintenance for various clients. Configured Cisco and Netopia routers, wireless access points, and other networking devices, removed malware infections, installed software, etc. Also sold Respectech managed services to new customers.

Axis IT Group

September 2006-May 2007

Sales setup for 2-year old startup. Responsible for creation of sales database and sales of new accounts, performing engineering tasks when needed. Started customer database in Outlook Contacts and entered and contacted over 1,200 prospects. Designed mailer, Fax sheet and other sales materials. Assisted in AD upgrade and domain migration for customers along with other IT tasks.

Employment:

Sonic.net

August 2003-July 2005

Business Sales for award-winning ISP, including T1/T3, Frame-Relay, DSL, wireless connectivity, and data-center services. Responsible for generating new accounts by seeking out business prospects and proposing ways to maximize their network bandwidth while lowering their total cost. Participating in the network design, I sold complicated Internet and B2B solutions that included bandwidth optimization, server collocation, remote access, VPNs, security, disaster preparedness, and other services. Maintained sales database and mailing lists in many formats, including ASCII, Filemaker, and Salesforce.com.

Self employment and contracting:

Spire Systems

June 1999-July 2000

Work for GE Capital Assurance (was AMEX Life Assurance, see below) in San Rafael, California. Network analysis and training responsibilities for Technical Services Department, helping prepare for the outsourcing of their help desk. Supported 1,500 personnel at multiple sites over a GE WAN. Provided primary dial-in support for 500 sales associates at a major European conference. Trained new Help Desk personnel and wrote application and network documentation. Configured laptops and assisted Network Administrator in setup and administration of user accounts.

RGA Consulting

July 1998-February 1999

Software Quality Assurance testing at Acumen International in San Rafael, California, on a suite of human resource applications, including Leadership and Team WorkStyles and Skills, v.6.0. Wrote test plans, reported anomalies, suggested fixes and feature improvements, and created testing and product documentation.

Alternative Resources Corporation

August 1997-January 1998

As a member of the Meditech rollout team, I installed and configured many networked IBM workstations with printers and client software at Santa Rosa Memorial Hospital. This work was usually done after personally evaluating the business needs of the department managers in consultation with the rollout manager.

GW Temporaries

October 1995-June 1996

Windows NT application integration for Levi Strauss & Co. Migrated applications from Netware 3.12 to Windows NT 3.51 servers in San Francisco and production sites in Knoxville, Tennessee and El Paso, Texas. Responsible for communicating with unit managers and other employees to understand business processes, verify legacy applications on NT, and suggest and test new applications when legacy software could not be migrated. During rollout down time I built many NT servers.

Tri-Pacific Consulting

September 1994-October 1995

System integration at Kaiser Permanente National Offices. As part of a small team we integrated over 1,000 new IBM and Power PCs (Macs) into a 3-Building Lotus Notes 3.3x Corporate Campus (enterprise MAN a mixture of Ethernet and Token Ring Netware 3.12 LANs). Many times under my lead we installed workstations and servers, tested applications, provided backup services, and diagnosed and repaired network connections.

Employment:

Client Services & Integration

October 1993-August 1994

Network rollout, support and training for various CSI Sonoma County clients, including City of Sonoma and North American Mortgage Co.

Self employment and contracting:

AMEX Life Assurance Co. (see Spire Systems, above)

October 1992-October 1993

Network connectivity and applications support for Technical Services Department. Analyzed and repaired hardware, software, PCs, Macs, Netware and AppleTalk LANS, terminals, printers, and gateways connected to a Amdahl 5890 mainframe. Provided call center as well as level II desktop support.

WordStar International

April 1992-October 1992

Senior Quality Assurance Analyst, detecting bugs in and suggesting fixes for MS DOS, Windows and Macintosh versions of Wordstar, Correct Grammar, American Heritage Dictionary and many other applications before relocation of company to Massachusetts.

Symantec Corporation

May 1990-March 1992

Senior QA Analyst contributing to the design and development of functional specifications, drafting of test plans and ongoing testing of Time Line 5.0, Time Line for Windows 1.0, Norton Utilities and other applications.

Self-Employed Consulting/Sales

April 1989-April 1990

Sales and setup of Acer Computer Inc. IBM-compatible systems for Musser Film Partners, Greenbrae California. Operating System and application consulting, installation and maintenance of Novell Netware and AppleTalk networks.

Employment:

ComputerCraft

March 1988-April 1989

Workstation, server and software sales, and network consulting for a division of BusinessLand. Company sponsored training included "Macintosh Sales Certification" course at Apple Computer in Cupertino, "Implementing OS2" at IBM, San Francisco, and Novell Netware System Administration classes at Datanet Corp. in Oakland, California.

Lucasfilm, Ltd.

June 1980-February 1984

Started work for Lucasfilm as the resident caretaker of Skywalker Ranch as George began the transition of his business from LA to Marin County two weeks after the opening of "The Empire Strikes Back." I provided all security and safety services to builders and occupants of Skywalker, living on-site until the completion of the Farm Group and his personal offices, and the hiring of a ranch manager. Then I worked for the General Services Dept. providing security and housekeeping services to the Ranch, ILM, C Building (Lucasfilm computer department which became PIXAR), etc. I took a PASCAL programming class and became a VAX/Unix user, creating files to help General Services and other employees do their jobs.

Accomplishments and Interests: Published technical and science fiction writer. Writer, director and co-producer of short (20-minute) theatrical film, "Clues," that debuted at the Mill Valley Film Festival. Shodan, Enshin Karate, Tai-Chi instructor, abalone diver and swimming instructor. Former choir singer at St. Eugeenes Cathedral and the St. Cecelia Choir at Church of the Incarnation in Santa Rosa, California.. Former NPS Aide, California State Parks employee and Resident Ranger and Explorer Post advisor for the Boy Scouts of America at 2,500-acre Camp Tamarancho, Fairfax, CA.

Past Computer Networking & Software Quality Assurance Experience:

- 1* IT Dept. Manager
- 2* Rollout lead for workstation, server, printer technology
- 3* LAN, WAN and telecom analysis, trouble-shooting and training
- 4* Ethernet, Token Ring, T1/T3, DSL, dialup, VPNs and RAS, routers, wiring and switching.
- 5* TCP/IP, IPX/SPX, NetBEUI, SNA, Appletalk, HTML and other protocols
- 6* MS Office, Project, Front Page, Lotus Notes, Groupwise, etc.
- 7* IBM-compatible PC, Macintosh, VAX mini, IBM and Amdahl Mainframes
- 8* Technical Writer
- 9* Senior Software Quality Assurance Analyst