

# Alonzo M. Smith

## Computer Skills

Comptia A+, Network +, Active Directory and Hyper-V, Troubleshooting, MS Office Suite, MS OS installation, Unix Shell install, Peripheral configuration, Resolving technical issues remotely, Troubleshooting PC issues over phone, Home automation, SMART Home Certified, Control 4 Certified, IP Cameras (Installation and Troubleshooting), Streaming medias(Music, Video), XML, WAP, DHTML, Veritas Backup, HTML, XML, Database Management, Apache/IIS Server, JavaScript, Web Tracking Tools(web analysis, Google Analytics), Abode Studio, Home Site, Flash, Director, Templates, Dream Weaver, Dynamic Web Content, Internet Marketing, E-Commerce, Project Management, End User Support

## Training

*IT Training Bootcamp, Activate IT powered by Per Scholas*

**2020**

500+ hours technical and practicum training | Ubuntu Installation | VM configuration | LAN/WAN |

## Work Experience

*Technician, Baha Teq,*

**Jan 2020 – Present**

- Install, integration, program home automation technologies (Controllers, Touchscreens, Alexa, Google, Networking cables)
- Controlled 4 certified installers
- Installed security system and surveillance cameras and home audio tech

*Insurance Agent, Farmers Insurance*

**2017 Apr – Present**

*Clinical Service Technician, Apria Healthcare*

**Jul 2019 – Jul 2020**

- Troubleshoot and fix equipment remotely and onsite
- Install, troubleshoot, and repair sensitive oxygen concentrators
- Train patients how to use complex equipment
- Create and maintain patient's detailed reports

*Director of Operations/Owner, A Brighter Day*

**Nov 2011 – Feb 2017**

- Responsible for implementing annual strategic plans, fiscal management, networking, HR management, and business management
- Managed the administrative duties for 350+ foster children per year to find homes (educational needs, medical needs, etc.)
- Responsible for transferring documents to the Cloud SaaS (Kaleidoscope) according to state requirements and inspections
- Installed, configured, optimized, repaired, and upgraded PCs, Peripherals, IP cameras, and operating systems for the office staff of 15 people
- Acted as the Help Desk Technician, providing IT assistance to end users over the phone and email for on-call clients
- Recruited, hired, trained, and supervised 100+ employees and contractors over 6 years
- Created a macro-driven Excel application to track payments for 13 counties and an average of 100 children for payroll and invoicing
- Managed \$400K/month payroll for agency and foster parents, resolved discrepancies on average of \$15K/month

*Executive Director, Aurora Tech Academy*

**2007 – 2010**

- Ran an office of 15-20 people and oversaw the day-to-day operations including, budget planning, scheduling, legal issues, etc.
- Planned, researched, prepared, implemented, and controlled daily and annual budgets
- Installed, networked, and optimized 30 PCs for student use
- Grant writing, which resulted in a \$24K grant from The Denver Foundation
- Provided training and instruction in: Word, Excel, HTML, WebPages design, Image Manipulation, Reading Labs

*Owner/CEO, Creative Minds Learning Center*

**2002 – 2010**

- Implemented computer lab, networked room, ran cables, connected/configured switch/router
- Refurbished computers, installed the OS, software installation and maintenance
- Configured and manage server to send/receive live content from Online curriculum provider (Hope)
- Oversaw the day-to-day operations for 15-20 staff, including budgets, staff scheduling
- Worked closely with Colorado state licensing inspectors
- Ensured that the daycare remained in compliance with state rules and regulations

*Web Developer/Management, Qwest Communication*

**1998 - 2001**

- Researched, planned, developed, and installed a Sun Solaris server with Web Analysis running
- Analyzed web traffic for qwest.net portal 40 million monthly users
- Managed live feeds from Pan Am Sate, CNN, MSN News, ESPN, Disney to provide content
- Prepared presentations, for executives from Pan Am Sat, HBO, MSN and Qwest on statistics of web visitors and usage
- Responsible for daily backups, content management, dynamic template creation
- Team projects: Clients presentations, Web Analysis, application/content development Graphics, Tech support
- Member of panel in charge of developing VOIP residential phones, my responsibilities were the interface (GUI)

*Lucent Technology, Online Portal Test Support*

**1997 -1998**

- Developed Online test and added results to database
- Wrote "CRON" shell scripts to automatically run jobs on servers
- Tech Support for engineer's portal
- Synced up live satellite/video feed with VOIP questions from students to the instructor from a nation-wide training audience