

# Richard A. Allcorn

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**Title:** Executive/ Project Manager / Consultant

**Headquarters City:** Austin, Texas

**OBJECTIVE:** To use my diversified abilities and talents, my management skills and the wide range of experience I have obtained in various IT fields, to plan, coordinate, manage and serve companies in need of my varied abilities.

## **BACKGROUND:**

### **Proven Experience in the following areas:**

- Extensive experience in varied areas of the IT field, having worked in the wiring and cabling, pc support, telephone systems support, server admin, network architect, network documentation, disaster recovery planning, routing, sub-networking, workstation builds and deployment, workstation standardization, PDA synchronization & troubleshooting, mail server management, software instruction and training, public speaking, development of classroom materials, presentations
- Managed various teams, supervised operation groups, and coordinated large-scale maintenance teams
- Specializing in people motivation, self-image improvement and improved communications skills development
- Varied salesman experience, state finalist in Sales Presentation competition; Sales management experience
- Detailed knowledge of Microsoft Word, Excel, Power Point, Publisher, Outlook, Outlook Express, Streets & Trips, and various other Microsoft applications; the Open Office suite; Dream Weaver; various org charting utilities, etc.
- Diversified experience in various operating systems: Solaris Unix, AIX, SCO-Unix, HP-UX, Microsoft NT Server v3.51 thru 4.0, 2000 Professional Server, 2003 Advanced Server, to name a few ...
- Quality assurance planning and implementation, follow-up, and accountability
- Database planning, organization, design, and management
- Documentation preparation, technical documentation design, teaching/training materials design

### **Selected Achievements/Awards/Recognitions:**

- Finalist in State Sales Presentation competition (Texas)
- Top in department for Customer Service Excellence (Dell)
- Best at dealing with "hot customer" issues (Dell)
- Outstanding Performance with Modem Issues (Dell)
- Poets Award in Writing (article on "Patriotism")
- Most Thorough in Server Documentation – "best I've ever seen" (RE/MAX)
- Most Innovative, awarded for remote "Work At Home" proposal (Dell)
- "Truly A Jack-Of-All-Trades!" – Sr. Director Steve Smith (Dell)
- "Fast Learner!" –mastered newly released MS Proxy Server without training – Neil Iscoe (EDS)
- Excellent Maintenance Coordinator – maintenance coordination for over 24 complex aircraft (35TFG/George AFB, CA)
- Promoted to Squadron Leader in Tech School (Biloxi AFB, MS)
- Top in Student Leader award – best in squadron (Biloxi AFB, MS)
- Award of Excellence in Communications – highest rating in performance review (Bergstrom AFB, TX)
- Customer Service Excellence – sales/support of various satisfied clients (NEXTEL – Austin, TX)
- Inventory System Automation – provided large-scale inventory management system for USAFR
- Completed Professional Development Level II (PDL-2), Buena Park, CA

## **BRIEF WORK HISTORY:**

### **Computer Consultant/Project Manager, AT&T - Austin, TX**

**June 2008-July 2008**

- Responsible for defining, developing, and implementing wireless conversion devices installation process
- Customer interfacing, and on-site relationship development
- Installation task scheduling, progress projection, and project deadline compliance

**ID Security Management/Admin, IBM - Austin, TX****March 2007-April 2008**

- Responsible for defining, developing, implementing, and insuring security policies, processes, tools and architecture that encompass Logical controls, network security controls, physical controls, risk management, security incident and issue management, security integrity and advisory processes, and security status checking. Job included project management, ID administration on UNIX, Novell, Windows, Active Directory (AD), and Mainframe Top Secret and AS400.
- Implemented client security solutions in an IT environment including client/server platforms, mainframes, networks, and associated software. Activities performed include site security administration, ethical hacking, system security monitoring, and security tools installation and maintenance.

**Sr. Level Technical Support, THE HOME DEPOT (HQ) - Austin, TX****February 2005-March 2007**

- First point of contact for technical hardware and software problems with equipment in the Home Depot stores across the United States. Remote troubleshooting, reprogramming, configuration, and repair of UNIX servers, Windows servers, routers, multiport controllers, customer paging systems, wireless access points, mobile ordering pc carts, and point of sale equipment to include registers, self-checkout registers, scan guns, and related hardware equipment.
- During hurricane season, responsible for the initialization of a remotely initiated backup transmission from the store to the data center of all important data, and the entire and complete shutdown sequencing (remotely) of a store's IT Department equipment in preparation of an eminent disaster.
- Designed and implemented a "User's Guide" documentation for the entire Technical Support department, giving them references to telephone numbers and extensions, procedures, guidelines, and resources to utilize in the daily execution of their job.

**Network Architect/Realtor, RE/MAX – Round Rock, TX****January 2003-April 2005**

- Project manager of network design, installation, and testing; designed and implemented the office wiring structure, jack locations, and equipment planning of the soon-to-be interoffice network; Installed and configured the server architecture, with network printer sharing, file sharing, and user account security; documented server, network equipment, and network layout, with specific detail in preparation for disaster recovery. Implemented and trained users in personal backup procedures and requirements. Assisted users in wireless connectivity and workstation troubleshooting.
- Took a 4 week crash course in real estate, studying the principles of real estate, and then passed the state exam, obtaining a sales representatives license in real estate. Was responsible for marketing to the extent of designing layouts, flyers, website content, and listings, to obtain clients to list their homes for sale. During a time when real estate sales were at an all time low, was able to work with an elite group of realtors and list homes at the highest known rate of 7% commission, allowing for additional budget to market the homes, including signage, websites, flyers, brochures, and FM transmitters that advertise the homes 24hrs a day. The first to utilize the very latest in Palm Pilot (PDA) m515 for Real Estate use, interfacing it with the client database and using it to record/gain access to homes listed for sale.

**Regional Sales Manager, NEXTEL - Austin, TX****January 2004-February 2005**

- Responsible for building a sales team to market the NEXTEL cellular products.
- Trained sales force in extensive and very detailed product knowledge and awareness; I have the ability to find applications for stuff that nobody has thought of, and I passed these ideas on to my staff
- Tracked sales performance, commission rates, and potential bonuses, using reports to stimulate increased drive to push forward with additional sales (showed them how easily their goals/profits were within reach)
- Awarded "Top Salesman" in 2004!

**EDUCATION**

- Minnesota Bible College (degree: B.S. Biblical & Theological Studies)
- Texas Real Estate Institute
- Real Estate Academies of Texas
- Texas State Bar Exam
- Austin Institute of Real Estate
- Austin Community College
- Community College of the Air Force
- Texas State Technical Institute
- Angelo State University