



Jim M^cKibben

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(573) 424-4848

Objective

Utilize broad technological-experience and cost-effective management to benefit results-oriented employer and attain personal objectives.

Work Experience

Best Buy / Geek Squad (573) 447-3044	11/06 – 01/08	2001 Rogers Street Columbia, MO 65202
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Deputy of Counter Intelligence / Double Agent

- Providing solutions for Individuals, Families, and Companies through partnerships In-Store and Best Buy for Business
- Coached the Personal Computer Home/Office department for a 40% increase of In-Home sales
- Achieved #55 Double Agent in Best Buy March 07

Engineering Technical Services / UMC (573) 886-3769	03/04 – 10/06	W0029 Lafferre Hall Columbia, MO 65201
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User Support Analyst II

- Designed solutions for Academic Professionals for teaching purposes and assignments
- Designed and implemented 3 different hands-on teaching labs, IT Lab 1 & 2 and the multi-disciplinary PLC Training Lab using Cisco, Windows AD, and Linux technologies
- Specializing in Windows support, Linux Server support, and Apple assistance

Socket Internet Services (573) 817-0000 x150	01/01 – 11/03	810 Cherry Street Columbia, MO 65201
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Daytime Lead, ADSL Analyst, Tier II Technician

- Supervising a crew of 5 to 6 technicians during the daytime shift. Reviewing and quantifying technician's abilities and values. Reporting problems and meeting management's requirements for output. Had a total of 23 different technicians.
- Specializing in ADSL, but also supporting, Web Administration, ISDN, PPP and others troubleshooting and technical support. Support the entire area of Socket's Service, which includes Missouri, Texas, Illinois, Kansas, Louisiana, Arkansas, Iowa, and Oklahoma.

Skills

- Over 14 years experience with Windows and Macintosh Computers, 6 years experience with Linux Computers and Cisco Components
- Assemble Windows, Linux, and Macintosh Computers, components, and peripherals, including scanners, digital cameras, zip drives, and printers
- Configure and administrate Cisco, Linux, Windows, and Macintosh Network Systems
- A+ (Verification #C17DTT2255 – CTIA) and HP LaserJet Certification

Education

University of Missouri-Columbia (573) 882-2121	8/05 – 3/06	615 Locust St Columbia, MO 65202
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Information Technology Major

Devry University (816) 941-0403	7/99 – 1/00	11224 Holmes Rd Kansas City, MO 64131
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Telecommunications Management Major

Columbia Area Career Center (573) 886-2610	8/96 – 6/99	4203 S. Providence Rd. Columbia, MO 65203
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Computer Software 1 (Keyboarding and Office Suite) *

Computer Programming (Turbo Pascal and C++) *

Advanced Network Administration (Novell, NT Server, and Workstation)

Multimedia Technology (Adobe Products and Astound) *

* Received "I Can Club" Award of Excellence