

---

## **EDDIE JOE FERGUSON, JR.**

533 Bear Creek Church Rd.  
Bakersville, NC 28705

(828) 537-0036  
Joe@hm-cs.com

---

An accomplished Information Technology hardware, network, and Internet engineer specializing in designing, creating, troubleshooting, repairing, and maintaining computer systems, network systems, and web-based software with extensive experience analyzing real life problems and efficiently creating affordable solutions and ensuring the solution is quickly and properly implemented in a timely basis.

### **SUMMARY OF QUALIFICATIONS**

- Knowledge of computer hardware with ability to build, upgrade, and repair computer systems.
- Strong knowledge of networking, including network planning, implementing, analyzing, and repairing Ethernet-based networks as well as multiple wireless networks, and have strong knowledge of Networking Protocols including IPX/SPX and TCP/IP, LAN's, WAN's, VLAN's, and VPN's.
- Solid management skills, demonstrated proficiency in leading and mentoring individuals to maximize levels of productivity.
- Analytical skills that consistently resolve ongoing issues or defects with information technology systems.

### **TECHNICAL EXPERIENCE**

<b>Languages</b>	HTML, XML, CSS, JavaScript, PHP, and Visual Basic
<b>Software</b>	FrontPage, DreamWeaver, Notepad++, Visual Studio, Word, Excel, Access, PowerPoint, Paint.NET, PaintShop Pro and PhotoShop
<b>Systems</b>	Microsoft Windows, Windows Server, and Linux
<b>Network Services</b>	DNS, DHCP, FTP, HTTP, IMAP, POP3, SMTP, Apache, IIS, and MySQL
<b>Hardware</b>	RAID Disk Arrays, PCs, Peripherals, Network/Memory Cards, Ethernet Switches, Routers, and Canopy Point to Point and Point to Multi-Point bridges

### **PROFESSIONAL EXPERIENCE**

- Jade Promotions/Straight Talk, Plainview, NY, Customer Service** **2012-Current**
- Place promotional material and other signage within major retailer.
  - Provide customer service to Straight Talk customers.
  - Answer questions and provide demonstrations to potential Straight Talk customers.
  - Collect signatures for donations to Make-A-Wish Foundation.
- TCNK, Inc., Greensboro, NC, Demonstrator** **2011-Current**
- Demonstrate, promote, and support high end electronics in major retailers.
  - Execute other demonstration events as needed.
- PRC Industries, Spruce Pine, NC, Network Administrator** **2013**
- Maintained servers, set up new Ethernet cables, set up and deploy new workstations.
  - Provided support to employees with problems with their workstation, printer, or other peripherals.
- TRC Online Internet Services, Burnsville, NC, Network/Server Administrator** **2008**
- Implemented changes to existing network to improve network quality and throughput.
  - Performed software and hardware upgrades to servers in order to improve network availability.
  - Created all administrative forms and paperwork to track company's daily cash activity.

**High Country Wireless, Burnsville, NC, Office Manager/Sales Associate****2004 – 2007**

- Provided customer service and technical support.
- Diagnosed customer's problems
- Performed repairs to cellular telephone equipment.
- Prepared daily deposits and trained new employees.

**EDUCATION**

Mayland Community College, Spruce Pine, NC  
Associate in Applied Science Degree, Computer Information Technology  
Graduation Date: May 2014