Chad Wegkamp

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Objective

My goals are to constantly learn and keep abreast of the forever changing landscape that is IT, and to consistently procure experience that will challenge me to stay current and hone my skills in this broad trade.

Experience

Team Innovative
Saluda, VA
Position: Proprietor
08/12 through present time

- Project management - Acquire new projects, hire & train personnel as needed, and oversee projects until completion.
- Accounting procedures including bookkeeping, records filing, financial management of both incoming & outgoing payments, and tax reporting.
- Assist with completion of projects, which include but are not limited to: I.T. training, computer hardware repair, malware removal, both hard-wired and wireless LAN setups, printer repair, HDTV repair, smartphone repair, satellite installs, custom PC builds, website search engine optimization, complete and custom website creation with domain registration & hosting, and NAS solutions.

1099'd Subcontractor for Synergy Technical Solutions, Inc.
Boca Raton, FL
Position:Field Technician
09/12 through 12/14

- Screen for & accept assigned area service calls for in-warranty Samsung & Vizio HDTV repairs, contact end user to schedule appointment for onsite service, and keep internet portal for Synergy up to date with information regarding receiving parts necessary for repairs, scheduled appointments, and notes, etc.
- Perform actual repairs of HDTV's whilst onsite, document actual repair using digital photography, acquire needed signature from end user, and logging in and out of site via phone calls to Synergy.
- Upload work orders with end user signatures and digital images of repairs to Synergy via their world wide web vendor portal, and ship broken part(s) back to Synergy.

Digital Renaissance
Gloucester Point, VA
Position: PC Repair Technician
03/12 through 05/12

- Personal Computer hardware repair, malware removal, OS installs, hardware & software upgrades, and custom PC build creations.
- Created itemized invoices of steps involved in repairs, items included in custom builds, or steps performed and parts used in upgrades.
- Assisted with outfit's eBay storefront, website, and logo.

Middle Peninsula-Northern Neck Community Services Board
Position: Transportation Supervisor and Technical Lead
10/08 through 03/12

- Managed New Freedom Transportation & supervised agency's new freedom transport drivers. Kept records of all associated paperwork and reported figures to in-house fiscal department and also to Bay Aging in Urbanna, VA whom we worked with closely to provide transportation to clients of the agency who needed important rides to scheduled appointments.
- Computer tutor of newly implemented Unicare Intranet System to agency psychiatrists, therapists, and substance abuse counselors, as well as taught consumers of our 84 Main Street, Warsaw, VA public outreach programs on various speciality subjects of computer related topics. Also

References provided upon request

sole creator of division's internet www presence, performed editing of agency-wide newsletter with coordination of CEO, performed all stationary printing and one of only two photo identification badge creators for entire agency of over 500 employee's.
- Assisted DIT when shorthanded with various duties, performed general office duties, including, but not limited to: record keeping, grant procurement and reporting related tasks, assisted with answering incoming phone calls, copying & faxing, and division vehicle maintenance scheduling and record keeping.

OASIS ISP & PC Repair
Saluda, VA
Position: PC Repair Tech & Technical Support Representative
06/07 through 08/08

- Answered incoming customer telephone calls regarding new signup for internet services, billing questions, and technical support assistant duties performed over the phone involving diagnosing & troubleshooting internet connectivity problems and walking caller over the necessary steps needed for problem resolution using clear and professional communication.
- Repaired customer's PC's, removed malware, assisted with performing maintenance procedures for in-house email spam hardware filtering implementation, installed DSL hookups at customer locations, and setup LAN's and NAS-solutions at end user sites.
- Advised customers at brick-and-mortar store with service & product offerings, operated point-of-sale equipment, and generated invoices for sales and services.

Education

Penn Foster College
Degree Focus: IT with emphasis on web programming.
Notables?: On Dean's List for each of the three semesters I attended.
- Coursework included: General computer make-up and use, network security, DHTML/CSS, Java, PHP/MySQL, XML, Multimedia design, effective project management, and successful e-commerce strategies type coursework.

Degree Focus: Graphic Design
Notables?: On Dean's List all four semesters of AS degree.
- Coursework included: Instruction on full suite of Adobe Creative Cloud applications including InDesign, Illustrator, Photoshop, and Animate, as well as other related classes.

James Madison University
- Coursework included: General studies.

Qualifications

- CompTIA A+ Certified Professional
- AS in Graphic Design w/ 'Summa Cum Laude' distinction
- W3schools certified HTML Developer
- Certified HughesNet & Viasat Satellite Internet Installer
- Experienced & Knowledgeable Computer Tutor & Class Lecturer (In February and March 2015, I taught A+ 801 & 802 exam prep. for NetCom Learning at the Amazon Fulfillment Center in Chester, VA)
- Fully completed two areas of coursework through Writer's Digest School: Getting Started in Writing & How to Write & Sell Short Stories.

References provided upon request