

## Todd C. South

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### SUMMARY OF QUALIFICATIONS

- Internet/Technical Research & Training
- Excellent Writing, Editing & Research Skills
- Web Design—Social Networking—Blogging
- Business/Ad Writing—Copy Editing & Proofing
- Project Management—Customer Service & Sales
- PC/Mac/Linux/Smartphone Knowledge & Expertise
- Workstation/Server/Printer/Peripherals Maintenance
- Troubleshooting—Tech Support—End-User Training

### PROFESSIONAL EXPERIENCE

#### KNPB CHANNEL 5 PUBLIC TELEVISION, Reno NV **MASTER CONTROL OPERATOR / IT TECH SUPPORT**

4/10 to 8/11

Maintained & operated digital HDTV broadcast systems to ensure the correct programming is on the air, 24/7, as directed by the Traffic department. Dubbed & provided quality control on recorded programs, assigned resources for satellite records, operated board during live broadcasts and satellite uplinks. Identified & corrected network security issues. Provided tech support & troubleshooting for all departments, i.e., PC/Mac workstations, laptops, printers, etc.

#### NEVADAPAGES INTERNET SERVICES, Reno NV **NETWORK ADMIN / TECH SUPPORT / WEBSITE MAINTENANCE**

7/00 to 1/10

Director of development and technical staff. Provided wide array of Internet/PC consulting services including design, installation, and maintenance of LAN systems & client workstations using a variety of operating systems & hardware platforms. Installation & customization of application software including business apps, networking, utilities, firewalls, etc. Designed and maintained commercial & private websites, servers, and web-based applications. Provided telephone & text tech support for customers and developers, i.e., software, modems, networked printers, etc.

#### WEBQUEST INTERNATIONAL, INC., Minden, NV **WEBMASTER / NETWORK ANALYST / TECH SUPPORT**

8/98 to 6/00

Provided HTML development and network analysis for web entertainment start-up. Worked as part of development team producing & maintaining various game-related websites. Analyzed and documented procedures for administration of websites purchased from third-parties. Administered web servers. Designed and implemented a company Intranet for inter-departmental communication and project management. Provided ad hoc PC tech support for all departments.

#### MOUNTAINGATE DATA SERVICES, INC., Reno, NV (A DIVISION OF LOCKHEED MARTIN CORPORATION) **WEBMASTER / NETWORK ANALYST / TECH SUPPORT**

7/96 to 8/98

Responsible for the management & design of commercial website and corporate Internet/Intranet resources. Designed & implemented the installation & management of systems for a large, multi-platform LAN; provided tech support for company-wide network resources, including servers, workstations, laptops & peripherals. Awarded "Best Use of Graphic Communication" award in 1996 (chosen from all divisions of the extremely large Lockheed Martin global enterprise). General research liaison for all departments; edited & co-wrote various marketing & training materials; conducted Internet-usage classes for all departments. Planned & implemented promotional measures resulting in a 500% increase of website traffic. Designed and implemented web-based system for marketing EOL products and overstock parts inventory.

### EDUCATION

#### **UNIVERSITY OF NEVADA**, Reno, Nevada Computer Science, History, Vocal Performance

1985 to 1988

#### **CONTINUING EDUCATION**, Reno, Nevada

1987 to Present

Academic/corporate training combined with on-the-job experience relating to desktop publishing, typesetting, web design, PC/Network technologies, customer support, training techniques. Member of HTML Writers' Guild since 1996.