

Stephen K Ferrel

Over 15 years of user and system support, application programming, & tool integration for Electrical CAD (Printed Circuit Board layout) on Unix and XP workstations.

Recently finished BOCES PC class to prepare for CompTIA A+ Essential & HelpDesk plus Microsoft Certified Professional (MCP) certifications. Class stressed PC hardware and basic networking principles.

Programming experience in Perl, Unix shell script, and AMPLE (MentorGraphics "C-like".) Plus recent BOCES classes in HTML, Java, and C#.

Unix system administration and XP "super user" support work experience

Flexible – Eager to learn new applications and systems. Like hands-on work and problem solving.

Work Experience

Eastman Kodak (contract through Datrose)

10/08-02/09

Call Center Technical Support for Kodak All-In-One Inkjet printer customers (WIFI, fax, printing)

Eastman Kodak Rochester, NY

1980-2007

Electronic Workbench Support Responsibilities

Install, test & document Printed Circuit Board applications (MentorGraphics, Valor, HyperLynx, Specctra auto router) running Exceeds on XP workstations connected to Unix/Linux servers.

Configure application tool sets and environmental scripts for release.

Provide custom automation scripts to standardize output for Printed Circuit Board vendors.

Manage MentorGraphics Unix printer configurations.

Provide license quorum backup for IT group.

Privileged User Support and Responsibilities

Front line support/troubleshooter for application problems on Sun & XP desktops.

Install applications on PCs.

Unix print server management

Layout Group Data Management and Process Support

Set up projects directory structures.

Set up and manage internal & external FTP sites.

Provide data archive to CD/DVD and archive search capability.

Legacy support for Visula PCB layout application and Xerox plotter.

Notable Achievements

Recognized for coordination of upgrades to XP on workstations for 65 engineers plus lab machines.

Consolidating multiple network print servers for Mentor users (Total Cost of Ownership project).

Process to combine multi page postscript drawings to single PDF using Perl and GNU Ghostscript.

IT project participation for Electrical Workbench build out to the Greater Asia Region.

Previous Duties/Assignments at Kodak

Unix system administrator for Sun & Apollo workstations.

Managed design and operation of laser photo plotter facility with darkroom & clean room.

Contributor for CAD migrations from Intergraph - Visula - MentorGraphics.

Electronic Technician/Trainer at CompuGraphic in Wilmington Ma.**1978-1980**

System & component level technician on early digital typesetters.

Trainer/group leader – developed course stressing microprocessor theory for internal classes.

Military Service US Army Signal Corp

Honorable Discharge as Spec5

Top Secret security clearance

Education

SUNY Buffalo BS Management Science

Cayuga Community College AA Radio/TV

Off Time: Run, bike, X-C ski, golf, kayak, garden, digital photography.