

# **CLIFF ANDERSON**

1504 Azalea Dr

Cedar Park, TX 78613

512-609-9363

cliffanderson71@gmail.com

## **OBJECTIVE:**

Looking for a position where I can successfully utilize my technical support and management experience.

## **PROFESSIONAL EXPERIENCE**

### **Locksmith**

#### **Bill's Lock & Key LLC / Cothron's Safe & Lock**

03/2014 - 12/2017

Rekeyed homes and businesses. Gained entry to homes, businesses and vehicles. Served customers in shop. Performed inventory of keys and parts. Ordered inventory and custom parts. Made keys, rekeyed cylinders, programmed vehicles. Maintained website. Installed and configured Access Control Systems.

### **Caretaker**

06/2013 – 03/2014

Attended to my brother prior to his death, managing doctor visits, prescriptions and comfort.

### **FreightSecurity.net / FreightWatch International**

#### **Tier II Technical Support Specialist**

05/2010-06/2013

- Liaison to the Engineering Development Team for CDMA and GSM/GPRS GPS tracking products
- Interface to clients in foreign countries
- Created trouble tickets to track issues and resolutions
- Wrote manuals, procedures, tech notes and created training guides

### **Ringdale, Inc. / Nextus**

#### **Technical Support Specialist**

03/2006-05/2010

- Provided troubleshooting, configuration, documentation, and pre-sales support for all products
- Worked with firewalls, emulation products, thin clients, terminals, printers, controllers, and servers

### **NLynx Systems / NLynx Technologies**

#### **Technical Support Manager**

11/ 1997 - 02/2006

- Provided troubleshooting, configuration, and pre-sales support for all products
- Worked with firewalls, terminals, printers, controllers, emulation cards, and thin clients
- Negotiated contracts with OEM customers
- Created tickets for tracking issues and resolutions
- Worked with firewalls, terminals, printers, controllers, emulation cards, and thin clients
- Trained and supervised Technical Support and Software engineers in various IBM protocols

## **Andrew / KMW Corporation**

### **Tech Support Engineer / Sustaining Engineer / Project Engineer**

06/1985-11/1997

- Provided troubleshooting, configuration, and pre-sales support for IBM Mainframe Channel Interfaces and protocol converters
- Negotiated contracts with OEM customers
- Fixed firmware and hardware problems for channel interfaces and protocol converters doing EBCDIC, SCS, 3211, ASCII, and ANSI conversions
- Debugged firmware micro code problems in 8X305, 186 & Z80 based products for OEM customers
- Maintained IBM 4361 mainframe, IBM Midrange Systems, and DEC VAX system

## **EDUCATION**

### **A.A. in Applied Science (Digital Technology) — Austin Community College**

- Magnetic and DC circuits
- AC circuits
- Electronic circuits I and II
- Microprocessors I and II
- Intro to programming
- Technical Report Writing
- Pulse Digital
- Digital Logic
- Advanced Linear Circuits
- Computer Repair
- Project Fab
- Advanced Electronic Math
- FORTRAN

### **Training/Educational Courses:**

- **Systems Technology Forum** – SNA/SDLC – IBM Systems Network Architecture
- **TCP/IP – OSI Layers** – Firewalls – Well Known Ports
- **Interaction Management** – Challenges of Leadership, Improving Employee Performance, Utilizing Effective Disciplinary / Corrective Action, Maintaining Improved Performance, Coaching, Reinforcement.
- **Ethical Business Practices** -- Code of Ethics, Protecting Proprietary Information, Global Corruption and Bribery, Antitrust Overview, Export Controls - Commercial Products, Ethical Awareness and Decision Making , Business Gifts
- **Global Data Protection and Privacy, Information Security** - Achieving IT Excellence, Antitrust - Competitors

## **SKILLS**

- Technical Support Specialist with over 25 years experience in the computer industry
- Experienced in hardware, firmware, software and high-level system configuration
- Programming: 8080, 6502, 186, Z80, 68020, 8X305, JCL, HTML, CSS, PCL
- Operating Systems: Windows 95 to 10, VMS, OS2, Mac, OS/400, SSP, Unix, Linux, and FreeBSD
- Seven years of personnel management experience.

## **REFERENCES**

Available upon request