

James A. Eshelman

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SUMMARY

Highly qualified technical support professional experienced in PC upgrades, maintenance, troubleshooting, and repairs, and in end-user desktop and network support, with exceptional customer service skills. Capable of taking projects from conception through implementation and completion. Excellent communication and interpersonal skills. Detail and result oriented. A hard-working self-starter. Experienced in web site creation and management. An active and involved team member.

SKILLS

- Strong interpersonal skills. Very strong written and oral communication skills.
- Extensive experience and skill in hardware and software troubleshooting, end-user consultation and training, and general desktop systems support.
- Operating Systems: Windows Vista, XP/2000 (workstation & server), Windows 95/98/ME, MS-DOS, BSD UNIX.
- Hardware skills: Experienced in PC (desktop & laptop) upgrades, configuration, maintenance, troubleshooting, and repairs.
- Web development: HTML/CSS. Extensive site management experience. Some PHP, some JavaScript.
- Security: General system security with an emphasis on malware prevention and elimination.
- Microsoft Office (Outlook, Word, Excel, Access, PowerPoint, etc.).
- Internet Explorer, Firefox, Chrome, Opera, Outlook, Outlook Express/Windows Mail.

EXPERIENCE

2006-Present: O'Melveny & Myers LLP.

2008-Present: Lead User Support Analyst.

Level II on-site support of firm's Century City office. Supporting users on a variety of desktop and laptop computers employing Windows XP, Microsoft Office, Adobe Acrobat, and diverse desktop and web-based applications distinctive to the legal profession. Data Center administration (backups/restores, hardware repairs, server administration). Responsibility for the general hardware pool and other IT physical resources. Cisco CallManager (IP phone) management. BlackBerry support. Video and web conference setups. Supervision of local office's IT staff. Member of Senior Staff and Business Continuity / Disaster Recovery teams.

2006-2008: User Support Specialist.

Member of front-line, business-centric international support team. As part of supporting a wide range of standard desktop and web-based applications (with a focus on specialty tools of the legal profession), skills routinely used include: most areas of desktop and laptop support and troubleshooting; Windows and MS Office support; SMS and other remote access tools; BlackBerry support; VPN deployment and troubleshooting; Citrix support; and computer security.

2006-Present: HungerAction L.A. (H.A.L.A.)

Pro bono consultant on Internet systems and IT aspects of online campaign strategies for nonprofit organization in the hunger/homelessness arena.

2002-2006: Warner Music Group.

2005-2006: Senior Analyst.

2002-2005: Help Desk Agent & Desktop Support.

Senior member of front-line, business-centric international support team. As part of supporting a wide range of standard and custom desktop and web-based applications, skills routinely used include: most areas of desktop and laptop support, setup, troubleshooting, and maintenance; Windows and MS Office support; SMS and other remote access tools; Oracle Applications administration; VPN deployment and troubleshooting; Citrix Metaframe support; MS Exchange administration; computer security with a focus on malware prevention and elimination; creating/maintaining help desk internal web page.

2002-Present: Los Angeles Coalition to End Hunger & Homelessness.

Consultant: Network/Desktop Support. Diverse on-site IT/IS consulting, maintaining their computers and Windows 2000 network, OS migration, resolving email problems, OS and software upgrades, web site account and content management, etc.

2000- 2001: iSearch (Los Angeles). Lead Technical Support Representative

Lead member of proactive, energetic technical support team. Tier 2 technical support + account management for large/medium size companies. Provided training and technical support for our Web-based HR hiring/recruiting systems. Documented and replicated technical issues; tracked issues through to resolution; interfaced between customer base and our engineering departments. Assisted with escalations. Wrote technical bulletins for internal and external audiences. Stood in for the Technical Support Senior Manager in her absence. Assisted with personnel issues and other management issues.

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1998-2002: Contract Technical Support for various employers – details available on request.

1988-1998: James A. Eshelman & Associates (Los Angeles). Workers' Compensation Law Practice / Owner and principal.

In addition to other aspects of the business, I handled all computer-related matters, including decisions about hardware and software, all purchasing decisions, installation, maintenance, repairs, training office staff in use of equipment and programs, etc.

1986-1990: Donald Renetsky, Attorney-at-Law
Lewis, Marenstein & Kadar, Attorneys-at-Law
Alan Joseph, Attorney-at-Law

Workers' Compensation paralegal, and Vocational Rehabilitation Specialist. (Full time with Mr. Joseph. Subsequently part time with Judge Renetzky and LMK preceding and overlapping the start of my own 10-year practice.)

1984-1986: Thomas A. Curtis, M.D. (North Hollywood)
Word processor; Word Processing Supervisor.

1983-1984: The User's Guide (Los Angeles)

Computer end-user training and support. Self-employed. Provided hardware support and problem solving, and software training in word-processing, spreadsheet, and other programs.

ACCOMPLISHMENTS & HONORS

- In 1983, started/operated *The User's Guide*, one of the first microcomputer end-user support and training businesses to exist.
- Received **Microsoft MVP (Most Valued Professional) Award eleven times from 1998-2008** in areas of computer security and Windows support: An annual award recognizing *technical expertise, spirit of community, and willingness to help others*, demonstrated by providing *a high level of reliable, accurate answers to technical questions* on Internet-based peer-support newsgroups. In effect, this is an **online 'help desk'** environment, in which I have provided many thousands of technical support and technical problem resolution answers each year.
- My computer support Web site, **Windows Support Center** (www.winsupportcenter.com), is broadly recognized as one of the preeminent Windows support sites on the Web, with **11 million hits per month**. Recognitions include: *Los Angeles Times* (front page article, Nov 26, 2004), London *Sunday Times* "Your Guide to the Internet" (3/01); *PC World* (4/01); *The Washington Post* (3/02); England's *Windows XP Magazine* (2002-2004), numerous industry newsletters; and **Featured Site** on Microsoft's **Expert Zone** page (12/01-5/02 and late 2004 through 2006).
- In April 2002, established **AumHa Forums**, a free online end-user support forum responding to thousands of questions involving Windows, hardware, networking, Microsoft Office, browser and email issues, and security issues. This has also been a rewarding experience in **community building and mentoring** – the forum has 9,000 registered members including many senior participants and an annual service recognition, the **AumHa VSOP Award**.
- In addition to **writing technical articles** and **collating support resources**, maintaining this site (since July 1999) has given me experience in **many aspects of Web site management** and especially has strengthened my skills in **HTML and CSS coding** and **web design**, experience **deploying new technologies**, and **industry and community leadership**.
- Microsoft Beta Tester for Windows 98 SE, Windows Millennium Edition, and Windows XP operating systems. (Formal Beta testing requires accurate problem identification, logging, and reporting, among other skills.)
- Technical radio columnist for *OnComputers* radio show, 1998-99.

EDUCATION & CERTIFICATION

- **A+ Certified. MCP** test-ready.
- **HDI Support Center Analyst** certification (November 2006).
- **Computer Institute of Technology (2001)**. To supplement 20 years of computer support experience with formal certification, I successfully completed coursework at CIT in Windows 2000 Professional, Windows 2000 Server, and Windows 2000 Network Infrastructure Administration, in addition to the A+ core (hardware) and OS curricula.
- **DePauw University (1973-74)**. Majoring in psychology and benefiting from the well-rounded richness of the Liberal Arts focus.
- Beyond that, I am extensively self-educated in addition to numerous workshops, classes, professional summits, etc.

REFERENCES

References will be furnished upon request.

Salary history and requirements also are available on request to serious professional inquiries.