

Marshall J. Ellis

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Computer generalist with depth and range of experience spanning twenty-two years. Strong ability to lead, communicate and interact with and between both technical and non-technical people. From training, network administration, supporting software and especially the people who rely on it, to building computers, software, web sites, and confidence.

Selected Skills

Hardware:

Early IBM PC through current desktop PCs and servers, TRS-80, AS/400, printers, scanners, routers, handhelds, POS systems, timeclocks

OS, Networking and Server OS:

Windows 3.0 through Vista, NT 3.51 through Windows 2003 Server, most MS-DOS versions, OS/2 3.0, Linux, Novell, Lantastic

Database:

SQL Server, MySQL, Access, MSDE, Paradox, FoxPro, bTrieve, PC File, MS Query

Writing:

Web and e-mail support, documentation, site content, performance reviews, newsletters, business blog carnival founder/editor

Desktop Software:

MS Word 1.0 – 2007, WordStar, Ami Pro, OpenOffice, Excel, Lotus 1-2-3, Quattro Pro, Multiplan, Quicken, Paint Shop Pro

Languages & Tools:

Visual Basic 3.0 through 6.0, VBA, WordBasic, QuickBasic, PDS 7.1, VB for DOS, HTML, PHP, MSDN, Clarify Compass, Technet, FTP

Server Software:

Exchange Server, IIS, Proxy Server, ArcServe, Veritas Backup Exec, Retrospect, Sybari Antigen, Juris, Notes, Peachtree

Communications & Internet:

WordPress, Expression Engine, pMachine, Blogger, Outlook, NSLookup, FrontPage, ccMail, MS Mail, Firefox, Lynx, PC Anywhere

Utilities:

Norton Antivirus, Ad-Aware, Spybot Search & Destroy, Ewido, PKZip, WinZip, Nero, Stacker

Specialty Software:

Dragon, Premise, Lexis-Nexis, Shepard's Citations, Wintitle, Amicus Attorney, Mitchell's, PDA FMS, AbacusLaw, Phillips dictation, Turbolaw

Experience

8/96 – 12/07

XTreme Computing, South Easton, MA

Managing Partner

Provided services to clients of custom software and IT support company.

- Handled most organizational, financial, vendor and client contact aspects of the business.
- Served as IT director and help desk for a 50 person law firm, including support of industry specific software and functions, on call at all times for e-mail, phone, on-site or remote support.
- Evaluated, deployed, built, repaired, upgraded, migrated, maintained and supported servers, network infrastructure, internet connectivity, peripherals, portable devices, and workstations.
- Designed, wrote, tested, debugged, maintained, ported, compiled and distributed Visual Basic software and web sites, alone, with others, or in a coordinating capacity, working with clients and beta testers on needs analysis and feedback.
- Planned and implemented client software, hardware, vendor, data, and network migrations.

4/94 – 1/99
Technical Development Lead

Stream International, Canton, MA
(formerly Corporate Software)

Supervised and provided support of Microsoft Visual Basic and training of employees.

- Interviewed and screened job applicants from a technical, aptitude and enthusiasm perspective.
- Assisted software developers with product functionality, the debugging process, API and custom DLL calls, coding, SQL syntax, and reference sources, providing extended explanations and documentation, and writing sample code as needed.
- Wrote and maintained a utility to assist with escalation of issues to second level support.
- Acted as a liaison and provided feedback to Microsoft counterparts regarding the web response customer interface, training, and support tools.
- Revised, improved, scheduled and managed the entire new hire training program for Visual Basic support, teaching the introduction and product history, Setup Wizard and app distribution, and graphics segments, grooming, recruiting and designating skilled team members to teach the rest.
- Supervised and mentored about twenty people, monitoring support cases, giving technical and policy assistance, and reviewing performance.
- Supported Microsoft Word 1.0 through 6.0, specializing in and assisting colleagues with macro and graphics functions.

2/93 – 2/94
Support Representative

Tranti Systems, North Billerica, MA

Supported PC-based POS systems by callback, site visits, and remote connectivity.

- Traveled to customer sites for training, installation, keypad customization, and troubleshooting.
- Tested systems, sharing results and customer requests with R&D.
- Wrote documentation for timeclock software.
- Created and maintained customer databases.

Education

1988 B.S. Management Science
Finance and Accounting Concentration

Bridgewater State College
