Tom Mairs

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Who I Am:
I am an organized business professional with a definite focus on IT systems and network infrastructure sales, development and management.

The vast majority of my experience and training has been "on-the-job" and I have several years of experience with Novell, Linux, UNIX, Apple, and Microsoft Operating Systems. I have a diploma in Electronic Engineering Technology and am working toward a Bachelor Degree in Applied Information Systems Technology. While I enjoy working with electronics and software, I also derive great satisfaction from managing and coaching a team of IT specialists toward meeting team goals and project completion.

My creative, entrepreneurial spirit shows in my art, writing, and design projects (samples available on request). I am a self starter and find ways to keep my self motivated and on-task. Clearly defining goals and measuring success have been keys to growing my career.

I am a very effective sales professional with a clear understanding of relationship selling and major account purchasing cycles. I am a good people manager, preferring to work more as a facilitator than task master. I believe in hiring high quality people, giving them the tools they need, and getting out of the way.

Objective:
I am looking for an opportunity to share my knowledge and skills with a company ready to appreciate it's value. I want to use my IT skills and management experience to help grow an IT company that may be interested in growing with me.

Knowledge:
I try to maintain current knowledge on new technology developments within the IT industry, am completely familiar with a variety of processor architectures and have extensive experience with PCs, servers and mini computers. I have working knowledge of "Win-Tel" and Apple Computer products, as well as dinosaur technology such as VAX, PDP and AS-400 systems.

I have hands-on design experience with digital, linear and analog circuits, VHF, UHF, microwave radio transceivers, servo and feedback circuits, timer and motor control circuits, network packet switching and virtually all Network architectures

I have worked with a variety of OS and application software including: all versions of Windows, Novell Netware, UNIX, LINUX, WordPerfect, MS Office, Corel Draw, Netscape, Internet Explorer, DesignCAD, Lotus, QuatroPro, Simply Accounting, Quick books, Front Page, HomeSite, Paint Shop Pro, Dreamweaver, Netmeeting, MS Exchange, Photoshop, VisaVis, CU-CME, MS Project, Visio, MatLab, MYSQL, PERL, Access, ASP, Visual Basic 3,4,5,6, Java, JavaScript, VBA, HTML 2,3,4, FoxPro, Delphi, C++, C, Pascal, GWBASIC, QBasic, Fortran, Cobol, Prolog, Intel micro code, Motorola micro code, Logo, Lisp, Prolog, APL, dBase (to name a few)

My work has involved technologies that include TCP/IP, .NET, PHP, CAD, SQL, PERL, XML, ASP, Java, JavaScript, Active-X, VBA, HTML, SOAP, and C.

I have a working knowledge of Cisco firewall and routing systems particularly PIX 506 and CIS-1700, 1800, 831, 871, etc...

I work well autonomously but also function effectively as a member of a team, have a reputation for high standards of business ethics with customers, am energetic and disciplined in pursuing high performance results. I understand the importance of proper record keeping, and maintain accurate files relating to sales and expenses.

Over the years I have developed strong analytical skills; my particular strength is requirements analysis and issue resolution. I have experience preparing comprehensive cost-benefit analysis and detailed recommendations for projects, am an excellent manager of time, taking necessary action to achieve short and long term goals and I understand the importance of cash flow and receivable management.

I have experience in middle and senior management positions. I strongly believe that a well organized operation is reflected directly in the performance of its employees. I have experience in preparation of comprehensive presentations for customers, I understand the importance of proper communication between employer and clientele, am experienced in the implementation of corporate marketing programs, using action plans to achieve objectives and have an ability to be persuasive, though professional in manner. I can motivate customers by applying my understanding of people and project a professional image to ensure clients remain satisfied. I believe in personal integrity and the have the ability to work with individuals of varying personality types.

Work Experience:

RINAX Computer Systems
  : **IT Operations Manager** / **Client Sales Support**
  : July 2003 to present
Support clients with all post-install sales, system upgrades, equipment additions and routine supplies. Also perform all RMA's, purchasing, sales analysis, inventory control, and internal stock management. Responsibilities include coordinating a staff of IT professionals (Software, Hardware and Network Engineers) to complete new installations, system upgrades, and routine repairs for a national client base. During my time at Rinax, I was the responsible project manager for a number of special projects including deploying a nationwide ecommerce solution, restructuring internal network structure and implementing standardized procedure control documents. In this position I worked directly with the VP Finance on daily budgets, forecasting and scheduling and reported directly to the President on matters of productivity, business development and staffing.

Aasland Technologies
  : **Owner/Operator/Systems Analyst**
  : June 1996 to July 2003
Responsible for managing the IT needs of Business clients and leading a team of contractors to complete work in network integration, web site design, custom software design, maintenance and general consulting. At it's peak I was responsible for 300 client accounts spanning wintel PC and Mac workstations and a mixture of MS and Linux file and application servers.

Computer Based Trades and Technology at Okanagan University College
  : **Network Information Systems Support** (Short term contract)
  : October 1997 to June 1998
IT Management supporting 50 LAN users connected to the University WAN as well as a varying number of student users. Responsible for the infrastructure of the servers, hubs, routers and cabling connecting them as well as their MS Mail, Netware, and NT user accounts and the CBTT Intranet. Duties included research of new distance delivery technologies, implementation and support of those technologies and training for the instructional staff. Tools used in this position included ILinc, Authorware, CU-CMe, and an assortment of other multimedia design tools as well as advanced network diagnostic tools.

Okanagan University College (Computer Information Systems Department)
  : **Network Support Technician** (Short term contract)
  : June 1997 to Sept. 1997
Maintenance, repair and installations for the Computer Management Systems department at Okanagan University. Worked with a team to support 4000 users connected to the University WAN across 5 campuses. Duties included installation, repair and training for the instructional staff, creation and management of NT, Netware, and MS Mail user accounts, and routine server management.

Peach Valley Computer Systems Ltd.
  : **Sales Manager/ Systems Consultant**
  : March 1995 to May 1996

Responsible for all aspects of marketing including commercial and retail sales, advertising, market forecasting, distributor consulting, creation of a re-sellers program, purchasing, price setting, product research, collections, sales training, technical training, network and systems consulting, systems analysis, and Major Account tenders.

Savin Canada / Copytron Corporation (A.K.A. Ricoh, Rex Rotary, Gestetner, NRG)
  : **Regional Accounts Manager**
  : May 1987 - November 1995
Commenced employment as a shop service technician in 1987, experiencing several promotions culminating with the indicated position. Responsibilities included marketing, forecasting, regional team management, client administration, negotiating contracts, training technicians, maintenance, management reports, traveling extensively throughout British Columbia.

Earned the National Top Achiever Award (Commercial Sales) 1992,
Employee of the Year (Professionalism) 1989,
Technician of the Month (August) 1989 ,
and Technician of the Month (April) 1989.

Education:
Bachelor of Applied Information Systems (Distributed Automation Systems)
  - (In Progress) August 2002 - Present
Southern Alberta Institute of Technology

Diploma of Technology - Okanagan College 1987, Kelowna, BC
Electronic Engineering Technology

Miscellaneous Credits - Okanagan College 1985 - 1986, Kelowna, BC
Computer Sciences / Programming, Business Administration

Certificate - BrainBench - Apache 2.0 Administration
  - Sep 13, 2007 On-Line
   Administration of the Apache 2.0 Web Server.

Certificate - BrainBench - RDBMS Concepts
  - Sep 16, 2007 On-Line
   Relational Database Management Systems and how to create, administer and secure them.

Certificate - BrainBench - Outlook Express Fundamentals
  - Feb 15, 2001 On-Line
   A more advanced look at Outlook Express Mail Client aimed at I.T. support and   technical troubleshooters.

Certificate - BrainBench - Business Writing
  - Feb 15, 2001 On-line
   Skills development in creating internal and external business documents.

Certificate - Interactive Learning International Corporation
  - December 1997, New York
   Content Development and server management for iLinc's Distance learning software.

Certificates / Courses - Savin Canada Inc./Copytron Corporation
  - 1987 - 1994, Kelowna, BC
Field Engineer Training on more than 70 models of Fax and Photocopier

- Basic Sales Skills Training Seminar
- Relationship Marketing Skills
- Advanced Listening Skills

- Advanced Sales Training Seminar
- Plain Paper Fax Technology
- Organic Photo Conductor Technology
- Fuzzy Logic Processing

Certificate - BC Ministry of Tourism
  - 1989, Kelowna, BC British Columbia
   Superhost Program

Interests::
I enjoy creating multimedia environments as well as writing opinions, essays, short stories, and poetry. I listen to a variety of music, play piano and saxophone, and often read copious quantities of science fiction. I am an avid auto racing spectator, enjoy snow and water skiing, and I golf whenever the opportunity arises. Architecture, Robotics, History, Travel, Parenting, and Gardening round out the general interests in my life.

I have served on various boards and steering committees, have volunteered regular hours teaching computer skills to school children and I maintain a web site focused on providing support to friends and clients. Over the years I have also had the privilege of mentoring young students studying for careers in robotics and IT services. Recently, I have taken great pleasure in seeing some of my young students advance into successful careers in the IT disciplines.

My Wife and children are key priorities in my life and, aside from work, I also find time to volunteer for several organizations, quite often finding myself sitting on an executive board, or steering committee.

Memberships and Seats:

- Past President, Aerial F/X Trampoline and Tumbling Club (2007)
- President, Aerial F/X Trampoline and Tumbling Club (2006)
- Vice President, Aerial F/X Trampoline and Tumbling Club (2005)
- Volunteer Parent, Altadore Gymnastics Club (2004)
- Executive Board Member, Western Canada Robotics Society (2003 - 2005)
- Board Member, South Okanagan Advanced Projects Committee (1998 - 1999)
- Co-Web Developer, South Okanagan Youth Soccer Association (1998 - 2002)
- Member, Penticton Chamber of Commerce (1994 - 2004)
- Member, Microsoft Developer's Network (MSDN)
- Member, HTML Writers Guild
- Member, Microsoft Site Builder
- Member, International Planetary Society (since inception, 1980)

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Courses Survived ::
Okanagan University College (Kelowna, BC):

- COSC 111 Introduction to Structured Programming
- BUAD 210 Business Administration for Technology
- ELEN 111 Electrical Circuits
- ELEN 112 Electronic Devices
- ELEN 113 Drafting and Fabrication 1
- ELEN 114 Instruments and Measurements
- ELEN 121 Network Analysis
- ELEN 122 Linear Circuits
- ELEN 123 Drafting and Fabrication 2
- ELEN 124 Pulse and Digital Circuits
- ELEN 232 Analog Circuits
- ELEN 233 Microprocessor Fundamentals
- ELEN 234 Communications 1
- ELEN 235 Industrial Electronics and Machines
- ELEN 236 Digital Systems
- ELEN 239 Technical Report project
- ELEN 241 Computer Systems
- ELEN 242 Automatic Controls
- ELEN 243 Analog Systems and Troubleshooting
- ELEN 244 Communications 2
- ELEN 246 Data Communications
- ENGL 115 Technical Writing
- MATH 117 Math for Electronic Engineering 1
- MATH 127 Math for Electronic Engineering 2
- PHYS 125 Physics for Electronic Engineering

Southern Alberta Institute of Technology (Calgary, AB):

- APCS 401 Linear Control Systems
- APCS 402 Measure for SCADA/Control Systems
- APCS 403 Programming Control Systems
- APSM 420 Project Management
- APST 404 Business Communication
- APCS 501 Devices & Actuators for SCADA
- APCS 502 Signal Processing
- APCS 503 Control Systems Project
- APCS 506 Advanced Linear Control Systems
- APST 501 Requirements Engineering
- CNTR 347 Programmable Logic Controllers
- LDSH 520 Leadership Development

BrainBench and other random course suppliers:

- BrainBench - RDBMS Concepts
- BrainBench - Apache 2.0 Administration
- BrainBench - Outlook Express Fundamentals for IT Professionals
- BrainBench - Advanced Business Writing
- Interactive Learning International - Management of iLinc's Distance learning software

My Work: *(Physical copies of most work is available on request)*

Business Writing::
My first "real" job out of college required a fair amount of written communication and I found that the better I was at writing business letters and memos, the less I had to explain in person. Eventually this led to some intense marketing and sales scripting, creating ad-copy, and formatting product brochures.

As a programmer, I found my writing skills very handy for creating my own user manuals, instruction guides, and marketing materials whenever I created a new application.

I am skilled with MS Word, Visio, Publisher, Illustrator, Photoshop, PowerPoint, Flash, and other common tools used for producing on-line and paper documentation.

Creative Writing:
With all the dry, technical writing in my life, I often relax by writing science fiction and fantasy short stories. I also write an occasional opinion paper, and an working on a novel.

Art:
As log as I can remember, I have sketched with pencil. I have created large wall murals, sketch-book sized portraits and tiny "phone doodles". I tend toward sci-fi creatures and fantasy landscapes.

In 1979 my sister introduced me to 35mm cameras and I have been hooked on photography ever since. My best work is natural landscapes and lately I have been focusing on the tiny things - insects, ice crystals, etc.

I have spent some time experimenting with digital sculpture using tools like Bryce, and am fairly skilled with multimedia and web tools such as Flash and AuthorWare.

Webs:
Having been connected to networks in some way since 1976 through ARPANET, FidoNET, UUCP, etc, it was only natural for me to explore the world of the commercial Web when it came to life in the early 90's. Since then I have used virtually every technology available to create interactive web sites, on-line tools, and Intranet applications.

References:

A long list of references and letters of recommendation can be made available upon request.

Awards And Other Jewelry:

HP Commercial Sales: Top VAR Server Sales Q1 2007

Intel VAR Partner: Top 10 Integrator sales Q3 1996

Savin Canada: Earned the National Top Achiever Award (Commercial Sales) 1992

Savin Canada: Employee of the Year (Professionalism) 1989

Savin Canada: Technician of the Month (August) 1989

Savin Canada: Technician of the Month (April) 1989.