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# Tony Ramsey

## Objective

Seeking a position with a fast-paced, cutting edge technical support team in a state of the art data center in Tennessee.

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## Summary of Abilities:

- Skilled in troubleshooting technical issues
- Hardware installation and replacements
- Adobe Creative Cloud Imaging applications
- Adobe Creative Cloud Web Authoring applications
- Over 20 years training and experience
- Able to work in a deadline driven environment
- Organized and Dependable
- Able to prioritize and handle multiple projects at once.

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## Education

The Art Institute of Pittsburgh online  
division  
Associates Web and Media Design  
May 2016  
GPA 3.68

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## Related Experience

IBM Watson Health  
Nashville, TN  
April 2016 – Present  
Field Service Engineer

- Performed troubleshooting, repair and replacement of various computer equipment
- Worked on implementation projects
- Exposure to client relations and service techniques

Merge Healthcare  
(Formerly DR Systems)  
Nashville, TN  
February 2015 – April 2016  
Professional Services Engineer

- Performed Virtual Service installations
- Prepared systems for conversion to VM
- Completed multiple projects for Virtual Server Installations

DR Systems  
Nashville, TN  
May 2004 – Feb 2015  
Field Service Engineer

- Performed troubleshooting, repair and replacement of various computer equipment
- Worked on implementation projects
- Exposure to client relations and service techniques

US ARMY  
FT Campbell KY  
March 1994 – March 1998  
Training Office Manager – Optics Maintenance

- Reviewed and created statistics, training schedules and reports of demand for classes
- Create and Update Digital training records for 264 personnel
- Design and create a user friendly database

US ARMY  
Bamberg Germany  
March 1991 – March 1994  
Training Office Manager – Optics Maintenance

- Supervise 10 soldiers on a Fire Support Team
- Create and Update Digital training records for 180 personnel
- Provided technical guidance and supervision to staff members.

US ARMY  
FT HOOD, TX  
March 1987 – March 1991  
Target Acquisition Specialist

- Process Radar targeting data
- Plot and project potential targets
- Brief Senior staff members of evolving data

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### Specialized Skills

Microsoft Office suite  
Google online software  
Windows operating systems client and server.  
Adobe Suite software  
Remote support software ie Net Support, DamWare,

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### Military Awards

- Army Commendation for Establishing an Optics Room (Night Vision devices, Ground and Vehicle mounted laser devices) from scratch. Personally supervised and updated maintenance records for 150 mission-essential night vision devices. Achieved a 99% commendable rating on a division maintenance evaluation.
- Army Commendation for obtaining a commendable rating on first inspection after 30 days of inheriting a program that failed 6 consecutive inspections. Looked up reference, examples and guidelines while reorganizing and updating the program.
- Army Commendation for providing critical leadership during a Battalion change in mission to direct support to 3rd brigade. Contributions were critical during the transfer of fire support equipment from Bamberg to Vilseck Germany and the reassignment of fire support personnel.