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March 30, 2007

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### **Objective**

A position with professional growth and advancement opportunities.

### **Experience**

#### **2005-Present | Valley Business Machines | Wasilla, AK**

Copier Technician, PC Maintenance Technician, Printer Technician.

Install, Configure, Maintain and Troubleshoot :

- Copiers, Printers & Faxes; PC hardware and software; Computer Peripherals.

Install, Configure and Use - Microsoft Office.

#### **1999-2005 | Boynton Printing Inc. | Barrow, AK**

Copier Technician, PC Maintenance Technician, LAN Support.

Computer operations management and computer electronics repair.

Provide recommendations concerning the acquisition of hardware/software.

Install, Configure, Maintain and Troubleshoot :

- PC software and hardware; Computer Peripherals; Networks.

Install, Configure and Use - Microsoft Office.

Maintain a Help-desk for local Internet Service Provider (ISP) Customers.

Reconfigured Stock System for more efficient use & inventory purposes.

#### **1999-1999 | Barrow Computer & Electronics | Barrow, AK**

PC Maintenance Technician, Network Technician, LAN Support.

Computer operations management and computer electronics repair.

Provide recommendations concerning the acquisition of hardware/software.

Install, Configure, Maintain and Troubleshoot - WIN NT Networks.

Install, Configure, Maintain and Troubleshoot - PC software/hardware.

Install, Configure and Use - Microsoft Office and WordPerfect Office.

Maintain a Help-desk for local Internet Service Provider (ISP) Customers.

#### **1997-1999 | Arctic Slope Native Association | Barrow, AK**

Information Systems Manager, Network Administrator, LAN Support.

Computer operations management and computer electronics repair.

Maintain & Manage LAN/WAN for local hospital, Novell NetWare, WIN NT.

Set company IS standards for computer/network hardware & software.

Install, Configure and Troubleshoot - PC/Network software and hardware.

Install, Configure and Use - Microsoft Office and WordPerfect Office.

Maintain and Update Company web page. Supervise PC Technicians.

#### **1991-1997 | Kodiak Area Native Association | Kodiak, AK**

PC Maintenance Technician, Network Technician, LAN Support.

Specify, Install, Maintain and Troubleshoot - Novell and WIN NT Networks.

Install, Configure, Maintain and Troubleshoot - PC software/hardware.

Install, Configure and Use - Microsoft Office and WordPerfect Office.

Maintain a Help-desk for Company.

**1989-1990 | Frontier Microcomputer | Kodiak, AK**

PC Maintenance Technician.  
Install and do Maintenance on PCs.  
Install, Configure and Troubleshoot PC software and hardware.  
Maintain a Help-desk for Company & Customers.

**1979-1989 | U.S. Coast Guard | Various; Japan; Kodiak, AK**

Electronics Technician ( E6 / ET1 )  
Executive Petty Officer (XPO) of USCG LORAN Station.  
PC Maintenance Technician, Network Technician, LAN Support.  
Troubleshoot and maintain all electronic equipment & computers.  
Supervise and schedule 25 station personnel.  
Station Safety Officer (SSO).

**Education**

**1977-1979 | Christopher Newport University | Newport News, VA**

Mathematics and Computer Science - Programming.

**1987-1997 | Kodiak Community College | Kodiak, AK**

Classes in C+ Programming

**1997-2005 | Ilisagvik Community College | Barrow, AK**

CompTIA A+ Certified  
Completed A.A. Degree  
Working towards an AAS in CNT (Computer & Networking Technology)  
Working towards CompTIA Network+ Certification

**Interests**

Cutting Edge Technology, Computers & Networks, Strategy Games and Genealogy.

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**TRAINING REPORT FOR RICK INGERSOLL MAR 2006**

CANON Technician Training

Basic Quest	BQ-202
ImageRUNNER Connectivity Quest	IRCQ-111
NP6012/6412	NP6412-101
ImageRUNNER 2200/2800/3300	IR3300-102
ImageCLASS C2100	ICC2100-101
ImageRUNNER C2050	IRC2050-102
ImageRUNNER C3200	IRC3200-101
ImageRUNNER 1300	
ImageRUNNER 1600	

Canon NP6050/6560 series copiers, GP200/iR210,iR330/400,iR550/600 copiers, iR5000/6000 copiers and all Canon fax & printers.

Kyocera Mita training

Student: Rick Ingersoll

Certifications:

CS-1500, CS-1510/1810, CS-1530/2030, CS-1620, CS-1650/2050/2550, CS-1815, CS-1820 Update, CS-6030/8030 Pre-Training,

FS-1000+/1010, FS-1020D, FS-1800/1900/3800, FS-1920/3820/3830, FS-720/820/920, FS-9120/9520DN, FS-C5016N, FS-C5020N/C5030N, KM-C2230 Update, KM-F1050/F650, KM-F1060

Hewlett Packard Technician Training

HP Certified Professional credential  
Certification Level: Accredited Platform Specialist (APS)  
Certification Description: HP LaserJet Solutions [2006]

SPN	Description
048	HP Pavilion Multimedia Home PC Series
076	HP Workstation Products
078	HP Pavilion Notebooks
080	HP 2002 Vectra, Brio & ePC Products
086	HP zx2000 Itanium(tm) Workstation
087	HP zx6000 Itanium(tm) Workstation
148	HP Presario Desktop PC series
=	
335	HP Color LaserJet and CLJ 5/5M
376	HP Color LaserJet 1500 & 2500
355	HP Color LaserJet 4500 & 4550 Printers
374	HP Color LaserJet 4600 & 5500 Printers
356	HP Color LaserJet 8500 & 8550
=	
901	HP LaserJet Basic Hardware Training
311	HP LaserJet I/ID, II/IID, III/IIID and 2000
312	HP LaserJet IIP, IIP+ and IIIP Printers
326	HP LaserJet IIIsi/4si/4simx
325	HP LaserJet 4/4M/4+/4M+/5/5M/5N/5Se
327	HP LaserJet 4L/4P/4ML/4MP/5P/5MP/6P/6MP
336	HP LaserJet 4V/4MV
339	HP LaserJet 5L AND 6L SERIES
341	HP LaserJet 5si/5si Mopier/8000/8100/8150
359	HP LaserJet 1100
377	HP LaserJet 1150 & 1300 Printers
367	HP LaserJet 1200 Printers
361	HP LaserJet 2100 and 2200
363	HP LaserJet 3150
366	HP LaserJet 3200 Printers
370	HP LaserJet 3300 MFP Series Printers
346	HP LaserJet 4000 4050 & 4100 Printers
371	HP LaserJet 4100 MFP
375	HP LaserJet 4200 & 4300 Printers
347	HP LaserJet 5000 & 5100 Series Printers
365	HP LaserJet 8000 & 8100 MFP
368	HP LaserJet 9000 Printers
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216	HP DesignJet 650C
=	
342	HP ScanJet C1302A AND C1303A
=	
412	HP EtherTwist Bldg./Manage Multisite LAN
414	HP JetDirect Products
995	HP Facilitation Support