

James S. Jones

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Experienced QA / IT Technician looking for a full time position in a QA Manufacturing, Technical IT Support, Network Infrastructure or Management type Position. 20 years computer hardware and software Assembly & Installation and configuration. 12 years' Quality Assurance Inspection in a circuit board manufacturing environment. 3 years' in Help Desk Customer Support. 13 months VOIP Customer Support Manager. AA Degree IT Networking and Security Management with recent hands-on experience in VOIP Hardware, Software, VOIP Networking Protocols and Customer UI Web Development. IPC-610 Rev E Certified. Excellent Troubleshooting skills. Proficient in Microsoft applications. VOIP Website administration.

PROFESSIONAL HISTORY:

2020Voice April 2013– Present, Charlotte NC

Sr. Customer Support Manager

- Provide Engineering and technical support for all VOIP customers
- Design new VPBX for new customers via a web user interface
- Web User Interface Training and development
- Technical Writer VOIP Testing Procedures
- Technical support for Yealink SIP-T28P, SIP-T26P, SIP-T20P, Polycomm VOIP phones
- DID Porting, Routing, DID procurement
- Customer Web Administrator
- Responsible for Customer UI Web Site Development Testing and Training

Honeywell Mobility and Scanning Fort Mill SC

Scanner Repair Technician / Cell Lead Sept 2012 – April 2013

- Troubleshoot and repair Handheld Barcode Scanners
- Assemble and disassemble, Load Device Drivers into memory
- Lead Morning production meetings to coordinate daily WIP goals

Trest Consulting Charlotte, NC

Network and/ PC technician (Part time) Feb 2009 – Sept 2012

- Install operating systems on to servers and PC's, XP, Vista, 7, Linux Red Hat.
- Install network & Cat5 wiring as needed router & patch panel installation.
- Troubleshoot Workstations, Server, VoIP-Gateway hardware issues.

IBM Charlotte, NC

Level Two Call Center Helpdesk Oct 2006 - Oct 2008

- Level one and two support for the USDA Forest Service Employees. Answer 60-80 calls a day. Configure blackberry to users Lotus Notes, sync passwords and email
- Connect Net printers to PC. Update drivers, Troubleshooting network printer hardware, Lotus Notes, internet application and other software issues with a 90% fix ratio.
- Configure Lotus Notes, VPN Password Resets, Database logins and map network drives.
- Report network outages; Install & configure IE and Mozilla web application, Flash & Java.

Scientigo Inc. Charlotte, NC

IT Internship June 2005 - Oct 2006

- Installing VOIP Telephone and Internet Ports to cubicles and offices.
- OS Installations and Repair, Win XP, Vista and Red Hat Fedora Core Linux.
- PC and Server Hardware Maintenance and installation, troubleshooting and upgrade.
- Servers, Switches, Routers Hub Installation and Cat5 wiring.

Titan AP&D Division / Visicom Laboratories San Diego, CA

Senior QA Inspector / Assistant Production Manager Oct 2000 - Dec 2004

- IPC-610 Class 2-3 solder, component ID & location inspection for all incoming and outgoing circuit board assemblies. Inspect all incoming raw components for conformity.
- Pull parts from stock for new builds, Audit builds
- Inspect all incoming and outgoing RMA. Enter Defect or upgrade data for techs
- Enter product information for all circuit board inspected and record defects for review
- Coordinated new production builds, upgrades and repairs with assembly house
- Programmed E-Prom, PLCC, PLD, Components for production, Upgrades and RMA's
- Maintained and created inspection documents for current and new products

ESMI San Diego, CA

IPC-610 Class 3 Q/A Inspector for Titan Linkibit Division Apr 1999- Mar 2000

- IPC-610C Class 3 solder and location inspection for Titan Linkibit products
- Create travelers and paperwork for Titan Source inspector
- Inspect high valued circuit components for defects before assembly
- Kit auditing per documentation for new Titan builds
- IPC 610C Class 1-3 line Inspector for other customer quality and support

Adecco, Temp Service, Contracted to Sony San Diego, CA

QA Inspector for Sony Laptop Computer Division June 1998-Dec 1998

- Q/A cosmetic inspection looking for scratches or broken plastic
- DOS test on computer hardware video, audio, keyboard and mouse pad
- Created new inspection forms for CCA conformance check list

Visicom Laboratories San Diego, CA

Q/A Inspector I-III Plus Kitting Assistant Apr 1994- Oct 1997

- Tracking product circuit boards on the production floor.
- Monthly data gathering and reporting on inspection and test failures on the internal web page.
- Create production traveler in database for all new work orders entering production.
- Responsible for 100% solder and location inspection on all circuit board assemblies,
- Product work order tracking, individual board tracking and creating reject reports by defect.
- Responsible for all inspection and tracking of RMA returns.
- New responsibility in testing incoming SBUS and VME production boards.
- Unix based test software for circuit board functionality test.
- Responsible for duties in kiting assistant position
- Responsible for component preparation on all new production builds.
- Kit auditing before assembly house manufacturing.
- Responsible for programming PLDS, PROM and FLASH components
- Labeling programmed components, creating travelers for work orders.
- Perform 100% solder and location inspection before pre-shipment test.
- Final physical inspection on front panel assembly, screws, nuts and labeling.

EDUCATION:

ECPI College of Technology Charlotte, NC

AA Degree IT Networking and Security Management Aug 2009

IPC-610 Rev E Class 3 Cert 2012-2014

Black Berry Certification Aug 2007
IPC-610 Rev E Certified August 2012

Skills & Relevant Training:

- Microsoft Windows 2000, XP, Vista, windows 7, OS systems. Basic Linux
- VOIP Networking Protocols
- TCP/IP network color code wiring, routing and switching.
- Database User with Oracle, Citrix, MS Access, Lotus Notes, Active Directory.
- PC and server maintenance, Repair and Upgrade, OS installation and setup.
- Digital and analog circuit board component knowledge,
- Bill of Material, Assembly Drawings, Schematics, Electro mechanical assembly procedure. ISO 9000-9001 knowledge. Video and Audio Hardware media devices
- Bare board PCB inspection w/ calipers, pin gauges, multi-meters, flat rock measurements.