

RICHARD E. JAGGERS III

INTRODUCTION

If you have networks, users, or PCs, then Mr. Jagers can help. He makes people productive on computers and computers productive for people!

The wide range of skills shown below may not show the exact skill a new employer is seeking. Based upon past experience, Mr. Jagers can become productive with most new software within 30 days. He can achieve "guru" status in 6 months.

OBJECTIVE

Mr. Jagers seeks full-time, permanent employment in or near his home in Clearwater, Florida. Telecommuting is an option.

He is interested in programming and application development with MS SQL Server, Sybase or Oracle in an *Intranet* or Internet environment, such as E-Commerce or human resources.

He can provide SOLARIS/UNIX/LINUX and Windows 2K systems administration support, and data base administration on either platform. Mr. Jagers has completed the WinNT courses for Microsoft Certified Systems Engineer (MCSE).

SUMMARY OF QUALIFICATIONS

Software

For over 20 years Mr. Jagers has used relational data base and flat-file data base programs, word processors, spreadsheets, telecommunication programs, compilers, and interpreted languages on networks and stand-alone workstations.

He has programming experience, database administration, and network administration experience in SQL (MS SQL Server, Sybase, Oracle, R:Base, dBase) on various platforms (DOS, Win95/98, WinNT, SUN O/S, SOLARIS, and LINUX).

Hardware

Mr. Jagers can diagnose and identify most pc hardware problems and initiate corrective actions. He has designed, installed and supported small networks, and supported large networks.

People

Mr. Jagers works well with others; both customers and co-workers. He has trained users, and supervised or managed staff since 1974.

World Wide Web

At Ft McPherson, Mr. Jagers is part of the Home Page team maintaining a web site for the U.S. Army on their classified SIPRNET.

At one time, Mr. Jagers' *pro bono* World Wide Web sites spanned over four dozen documents with several hundred graphics. He has designed web sites for five businesses, two organizations, and one individual. He presently maintains three personal web sites and several listservers.

SECURITY CLEARANCE

Mr. Jagers has a current "Top Secret" security clearance with a "special background investigation" (TS/SBI) issued by DISCO in 1997.

CHRONOLOGICAL EXPERIENCE

2002 - 2003	MCS of Tampa.	Tampa, FL
	<i>Senior Systems Engineer</i>	
2002 - Aug	Florida Keys Community College.	Key West, FL
	<i>Instructor</i>	
2002 - Apr/Jun	ACS Defense, Inc.	Key West, FL
	<i>GCCS/Unix Systems Administrator</i>	
2002 - Jan/Apr	CACI, Inc.	NAS-Atlanta, Marietta, GA
	<i>NMCI Desktop Rollout Lead</i>	
1988 - 2002	CACI, QuesTech, ACS, CDSI, CSC	Ft. McPherson, GA
	<i>Senior Systems Engineer</i>	
1991 - 1992	Zygonic Technologies, Inc.	Atlanta, GA
	<i>Consultant</i>	
1987 - 1988	Computer Sciences Corporation	Ft. Benning, GA
	<i>Lead/Senior Analyst/Programmer</i>	
1986 - 1987	RCA Government Services	Ft. Benning, GA
	<i>Analyst/Programmer</i>	
1983 - 1985	Tandy Business Products	Shreveport, LA
	<i>Systems Analyst</i>	
1979 - 1983	Drilling Data, Inc.	Shreveport, LA
	<i>Owner, Programmer, Systems Analyst</i>	
1970 - 1971	United States Army	Vietnam Veteran
	<i>Finance Clerk</i>	

DETAILED EXPERIENCE

2002 - 2003 MCS of Tampa Tampa, FL

Mr. Jagers provided IT support to the USSOCOM Integrated Survey Program (ISP), including both the deployed survey teams and the Central Production Branch (CPB) within the scope of the USSOCOM Enterprise Information Technology Contract (Team EITC).

On this assignment, Mr. Jagers:

- Wrote white papers, documentation, and installation guides. Wrote and implemented version control plans.
- Reverse-engineered the data collection system and prepared a software deployment system including a Ghost-over-LAN process.
- Planned migration for incremental software versions, including technical testing. Wrote scripts to automate processes. Installed software. Planned and implemented backup procedures.
- Provided training for team members assigned to this task.
- Designed a LABLAN, based on Windows 2000, that included SQL Server 2000 and a custom government application. Integrated peer-to-peer workgroups with LABLAN. Planned integration of the Branch production systems into LABLAN for an interim solution during a forced Branch move. Replicated LABLAN on a deployable network based on laptops.
- Provided technical supported for IPS's first formal baseline acceptance testing plans and configuration management.

2002 - Aug Florida Keys Community College Key West, FL

Mr. Jagers taught MS-Office computer courses for the Department of Continuing Education as an adjunct instructor. He also provided syllabuses for additional courses of instruction, and planned seminars.

2002 - Apr ACS Defense, Inc. Key West, FL

Mr. Jagers provided functional and technical expertise to formulate computer system scope and objectives, devised or modified procedures to solve problems using information systems in technical, scientific and business functional areas to support the J63 section of the Joint Interagency Task Force - East (**JIATFE**). He assisted in loading and testing new Unix S/W products, including Global Command and Control System (**GCCS**) modules in the JIATFE tactical systems. He also assisted in configuration planning and reconfiguration of tactical systems.

2002 - Jan CACI, Inc. Marietta, GA

Mr. Jagers was responsible for managing desktop rollout teams during the installation of large blocks of desktops and the inventory control of desktop, server and peripheral equipment as part of the Navy-Marine Corps Intranet (**NMCI**) project. At the Naval Air Station in Atlanta (**NAS-Atlanta**). He ensured that processes were followed and reported progress to the Site Transition Manager. He trained processes developed

and approved, and provide quality assurance work for the NMCI contracting effort. He addressed customer concerns.

1988 - 2002 Third U.S. Army Ft. McPherson, GA

Same desk for over 12 years and 6 employers?! Mr. Jagers had been working almost continuously at Ft. McPherson performing the duties listed below, although his actual employer was whatever company had the contract with the U.S. Government. 1988-Computer Sciences Corporation (**CSC**); 1989-Computer Data Systems Inc. (**CDSI**), 1991-Zygonic Technologies; 1992-**CDSI**; 1998-**ACS** Government Solutions Group; 1998-**QuesTech**; 1998(Nov)-**CACI, Technologies, Inc.**

Mr. Jagers has provided contractor support within Third U.S. Army/USARCENT's Information Mission Area (IMA) for the automation and operation of the information systems applications of the Headquarters, integration of these applications into interoperable systems and subsystems throughout the Headquarters, and, where possible, interfaced with agencies outside the Headquarters.

Beginning 2001, Mr. Jagers was tasked to provide comprehensive technical assistance, coordination, and integration of the information technology systems found in the ARCENT G3 Deep Operations Coordination Cell (DOCC) as a DOCC system administrator, and to augment the mission and operational requirements of the G-3 DOCC. He functioned as the subject matter expert (SME) for all DOCC automation applications, equipment, and networks. This included the operation and utilization of GCCS, GCCS-A, CTAPS, AFATDS, TBMCS, TWM, JTT, ADOCS, and common office automation to include MS Office Suite and Windows NT client technology. This required skills and knowledge in the Windows NT, Sun Solaris and UNIX operating environments. He was required to perform administrator functions, troubleshooting, and resolve network connectivity issues; was capable of designing information management plans and architecture, and establishing computer lifecycle Programs. Additionally, Mr. Jagers was responsible for the automation configuration within the DOCC's LUCKY (Main) deployable shelter. He performed other duties, as required, within the scope of, and in relation to the above tasks.

Up to and including the 2001 tasking, Mr. Jagers has worked on a mixture of CLASSIFIED and UNCLASSIFIED networks and systems/workstations, including INTERNET, SIPRNET, NIPRNET, GCCS/AGCCS, SUN NFS, Trojan, JWICS, and other LANS and WANS using SUN SPARCSTATIONS, Gateway 2000 Pentium microcomputer, Panasonic Laptop Pentium micro computer, EDS PENTIUM microcomputer, EDS 486 microcomputer, Video Teleconferencing, RDI Laptops, Compuadd, TEMPESTed microcomputers, Zenith Z-200 series microcomputers, COMPAQ DeskPro microcomputer, Zenith Lap Top microcomputer, AN/UYK 83 TEMPEST PCs, Dauphin Laptops, and other PC Compatibles.

The communication systems utilized Joint Deployable Intelligence Support System (JDISS), general Micro to Mainframe, and Network, PC Courier LAN electronic mail system, Procomm Data-communications, TCP/IP Networking Software, LINK/TCP LAN Software, Telix, Telenet,

VT100, BITCOM, Crosstalk MK4, Laplink, Joint Worldwide Intelligence Communications System (JWICS), UNIX, SOLARIS, SUNOS, Novell, PC Plus by Datastorm v1.1B, Asterx, Applix, MSMail, Mosaic, Netscape. Web Author and HTML Mr. Jagers has tasked or written queries and applications using Sybase, Informix, Oracle DBMS, Access, SuperBase, Excel, Lotus, PCFile, Model 204 DBMS, dBase III+ and dBase IV DBMS, Clipper, R:Base DBMS, R:Compiler, Folio, and DB2 installed in SOLARIS 1.1-25, SUNOS 4.1.3, MS-DOS v3-v6.x, Windows3.x, Windows95, Windows NT Server, Windows NT workstation, IBM PC Local Area Network, UNIX/XENIX. Mr. Jagers has performed data base administration and systems administration actions for those DBMS's on those platforms.

Mr. Jagers has developed or helped to develop Third Army proprietary applications such as TarStat, TarCheck, CRoster, CLibrary, and numerous other Intelligence community applications. Mr. Jagers has provided systems/db administration tasks and user orientation for DOD, Army, and Joint targeting systems including TMDA, AFATDS, JTT, BASS, ASAS, MIIDS/IDB, PC/IDB, ADOCS and RAAP.

Mr. Jagers has provided help desk level support to those areas plus commercial off-the-shelf software such 5D, MTF-Editor, JAMPS, JULLS, WATCHDOG, IBM ANTI-VIRUS, NORTON, CENTRAL POINT, MS Office (WORD, EXCEL, ACCESS, POWERPOINT, SCHEDULER, MAIL), WordPerfect, Calendar Creator Plus, Lotus Agenda, Proform Plus and various other word processing, graphic and spreadsheet software.

Since October, 1998, Mr. Jagers duties included system administration for UNIX and WindowsNT networks and data base administration for Sybase and other client/server COTS used in the USARCENT G3 Deep Operations Targeting Cell. Mr. Jagers also continues to support the G3 SIPRNET/NIPRNET/JWICS presence, including the G3 Web site, and a MAJORDOMO listserver. Military applications include Combat Intelligence System (CIS) and RAAP, JTT, TBMCS, and BROADSWORD.

In the 13 months from March 1991, to April 1992, Mr. Jagers was on a personal leave of absence from Ft. McPherson to join Zygonic Technologies.

1991 - 1992 Zygonic Technologies, Inc. Atlanta, Georgia

Mr. Jagers provided on-site and remote dial-in support for stand-alone PC's and networks. This support included network administration, PC software maintenance, writing data base applications, documenting procedures and programs, and providing client training. Mr. Jagers also made recommendations for the purchase of hardware and software, and supervised installation/implementation.

Mr. Jagers provided multi-user data base application development, PC software modification, PC hardware maintenance, software training for diverse industries such as manufacturing, wholesale sales, an association, and a business school department of a major university.

Mr. Jagers provided technical support to diverse civilian companies including a manufacturing company, two sales organizations, a professional association, and a business school department of a major university. This support on stand-alone PCs, a peer-to-peer and a Novell

network included writing multi-user PC data base applications and modifying/debugging previously written applications, documenting user procedures and technical program changes, installing and supervising the implementation of commercial off-the-shelf software, and providing client training. Mr. Jagers also made recommendations for the purchase of hardware and software.

1987 – 1988 Ft. Benning Finance Office Columbus, GA

Mr. Jagers was the task leader for a four-member team contracted to the Finance and Accounting Office, Fort Benning, GA, on a work-request basis to perform system analysis and design of Administrative ADP projects. He provided supervisory, technical and administrative direction for personnel performing administrative ADP tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules. He coordinated with contract the manager and Government Project Manager to ensure problem solution and user satisfaction. He prepared and delivered presentations on the system concept to colleagues, subordinates and user representatives. He assured conformance to standards and quality of analysis and programming, and assured the proper use of current or requested programming techniques. The team was responsible for programming Intels (XENIX/UNIX) and Zeniths (MS-DOS/PC Compatible) using Shell, C, BASIC, dBase III, and commercial off-the-shelf software.

1986 - 1987 US Army - Ft Benning Columbus, GA

Mr. Jagers designed, programmed, and implemented an administrative system to process manpower requests/expenditures for a telephone maintenance contract. This was a real-time MS-DOS system using Open Access. He supervised a programmer and a data entry clerk. He was also responsible for diagnosing and correcting inoperable computer systems due to data telecommunications problems involving 300/1200/2400 baud modems with 2-wire, 4-wire, and dial tone circuits connected to PC's, terminals, MUXs, 10-way bridges, and cluster controllers.

1983 - 1985 Tandy Business Products Shreveport, LA

Mr. Jagers analyzed customers' needs and assisted in selecting, installing and testing equipment. He oriented beginning users in order to sell equipment. He assisted in writing purchase contracts with local governments. He used Xenix, MS-DOS, and TRS-DOS for business-oriented applications including most software packages available through Tandy Corporation

1979 - 1983 Drilling Data, Inc. Shreveport, LA

Mr. Jagers built a real-time data collection system for use on oil well drilling sites. He analyzed the hardware requirements, and designed the physical system including analog and digital interfaces to drilling equipment and laboratory instruments. He rebuilt a microcomputer to meet company needs and developed a unique uninterruptible power supply to insure continuous operation. He supervised two programmers, establishing their tasks and monitoring/evaluating their progress and

results. He established an on-site training program for end users. He wrote a 100-page user's manual, which included a technical reference section.

1971- 1978 Various Employers

Outside salesman and laboratory technician (hydrocarbon analysis). Wrote oil well drilling analysis programs on microcomputers.

1970 - 1971 U. S. Army

U.S. Army, Finance Specialist (E4). 19 months active duty, 41 months inactive reserve. [Vietnam Veteran.] Honorable discharge.

EDUCATION

College

- 2002, AA, St. Leo University

PROFESSIONAL TRAINING

New Horizons Training Center - Microsoft Certified Engineer (MCSE) Training. New Horizons is a Microsoft Authorized Technical Education Center (ATEC)

MCSE833- Implementing a Database Design on **MS SQL 7.0** (2000)

MCSE688- **TCP/IP** for Microsoft Windows NT 4.0 (1998)

MCSE578- **Networking Essentials** (1998)

MCSE803- **Administering Microsoft Windows NT 4.0** (1998)

MCSE922- MS Windows NT 4.0 **Core Technologies** (1998)

MCSE689- MS Windows NT 4.0 **Enterprise Technologies** (1998)

New Horizons Training Center

HTML (1998)

Win/NT User (1998)

United States Air Force - Keesler AFB Training Group

Oracle SQL for Global Command & Control System (1997)

Oracle Database Administrator (1997)

Sybase Database Administrator (1997)

New Horizons Training Center

Win95 User (1997)

MS **Access** DBMS (1997)

MS **Excel** (1997)

MS **Powerpoint** (1997)

MS **Word** (1997)

SOLARIS 2.x **Essentials** (1996)
SOLARIS for **Programmers** (1995)
Beginning **C** (1995)
C Shell Programming (1995)
sed, grep, and awk (1995)

MicroRim, Inc. (1988-1989)
Advanced R:Base Programming Techniques
R:Base Developer's Conference Seminars

Compustudy, Inc. (1987-1989)
R:Base Applications Development
R:Base LAN Applications Development
Advanced R:Base Programming Techniques

Northeastern University (1988)
Installing and Operating PC LANs

Moulton, Minasi & Co (1987-1989)
Internals and Peripherals
Basic Data Communications
Advanced Data Communications

Battelle (1989)
Writing Better User Manuals

Guymon & Gottfredson (1989)
Writing Technical Documentation

TANDY Company courses (circa 1983-1985)
data bases, spreadsheets, accounting software, operating systems