

Objective:

Working in a dynamic high-tech environment that will make best use of my computer hardware, software, repair and data networking skills

Education:

Wells Fargo Online Training Duluth, MN
Field Support EV-ID - IT Administration Certification Aug 2016 - Oct 2016

Workstation break-fix repair requirement for Teksetra in a subcontracting field tech position

Northwood Technical College Superior, WI
Computer Network Information Systems Jan 2001 – Jan 2002

Focusing on Windows 2000 Server, Cisco Routers, Network Cabling, Computer Hardware & Software Installation

Sales & Management Training, Inc. Duluth, MN
Training included: Adapting to Change; Building Trust; Nov 1996
Correcting and Counseling; Understanding Human Motivation; Recognition as a Leadership Role;
Other Leadership; Attrition Management and Personal Development Subjects.

Army Power Generator School Ft. Belvoir, VA
Gas and Diesel Power Generation Equipment Repair Nov 1992 – Feb 1993
Course for Minnesota Army National Guard

Experience:

Granite Telecommunications www.granitenet.com **Mar 2019 – Oct 2024**
Quincy, MA

Engaged in CAT5e/CAT6 wired and wireless networking installs for commercial and government businesses. Installed and De-Installed LAN/WAN Equipment on network switch racks. Built medium and small network cabinets with relative equipment placed in them. Troubleshooted network connection issues whether they are T1, DSL or cable, fiber and or cellular circuits and repaired them with remote tech support. Performed Site Network Surveys for future data network and voip phone cabling projects I would be later assigned. Worked with POTS (Plain Old Telephone Systems) and troubleshooting them from a standard outside phone line or a PBX System for commercial and residential customers.

**CPT Network Solutions, Inc
Bensenville, IL**

www.cptnetworks.com

Feb 2016 – Current

Network installations of CAT5e/CAT6 wired and wireless networks with shared services for commercial customers. Clearing out wall and cabinet network cabinets of old and unused equipment to include dust removal for new data equipment installs. Also, engaged in POTS (Plain Old Telephone Systems) installs and troubleshooting them from a standard outside phone line or a PBX System. Installation and removal of PBX and VOIP phone systems. To include, performing NCR and IBM Cash Register installations, replacements and repairs.

**Teksetra
Plymouth, MN**

teksetra.com

Jan 2012 – Current

Performing bank workstation computer repairs and system installs. Removed computer viruses and restored user data via data restore software in Windows. Brought back computers to a working status from a No-Boot Status via an operating system restore application or, a full system reload. Successfully installed and repaired HP and Lexmark printers and other peripherals for bank customers. Performed Bank Site Surveys for new workstation and network equipment install projects.

**WHY NOT TECHNICAL SOLUTIONS, INC (WNTS)
Fresh Meadows, NY**

Oct 2019 – Sep 2021

Setting up networks with wireless LANS & CAT5e/CAT6 wired data drops with shared services for commercial customers. Setup & installation of POTS (Plain Old Telephone Systems) lines with troubleshooting and or, connecting to a PBX or, VOIP phone service. Cleaning out network racks & cabinets of old and unused equipment to include, dust removal too.

**DataMax Services, Inc
Northbrook, IL**

datamax.com

May 2018 – Jun 2022

Payment Kiosk Machine installs, inspections, upgrades, troubleshooting and repairs. Remote tech-support is also utilized during these job orders to ensure quality network communication and functionality of the unit. Successfully installed and inspected a Keefe Kiosk at the Ashland County, WI Sheriff's Department in August 2018

**Sole Proprietor
Duluth, MN**

www.jtbiztech.net

Jan 2003 – Current

Performed commercial/residential computer workstation repairs and other system installs. Removed computer viruses and restored user data via data restore software in Windows. Brought back computers to a working status from a No-Boot Status via an operating system restore application or a full system reload/re-install. Successfully installed printers and other peripherals for commercial/residential customers. Installed & repaired data networks & POTS (Plain Old Telephone Systems) with line issues stemming from the customer's DMARC (main communication lines entry) location. Worked with ISP telco tech support reps in resolving commercial and residential customer computer, data network, and phone related issues. Successfully extended T1, DSL, Cable, Fiber and or cellular circuits to router devices on switch racks for using LAN and WAN services. Mounted and or replaced network devices in a wall or floor cabinet rack per customer needs. Engaged in Site Network Surveys for future network and phone cabling projects I would be later assigned. Also, successfully performed ATM Cash Machine (ie Cash Depot Company) installs, upgrades, troubleshooting, repairs and removals. Plus, worked with tech-support reps during these projects to ensure quality functional network communications and operations.

Awards and Certificates:

Wells Fargo Online Training -- EV-ID - IT Administration Certification Oct 2016
Field Support EV-ID - IT Administration

The ARC of Whatcom County, WA -- Certificate of Appreciation Jun 2004
For one year of outstanding volunteer service as a Computer Technician

Sales & Management Training, Inc – TEAM Module 1 Certificate Nov 1994
Training received while serving in Minnesota Army National Guard (1992 – 2000)

Minnesota Army National Guard Honorable Discharge April 2000
Honorable Discharge for 8yrs of service in the MN Army National Guard (1992 - 2000)

Field Work Experience

Web Back Case Mount (WebIt)

- 24 Port Patch Panel
- 24 Port AdFiber Switch
- Cisco Catalyst Switch
- 20K Essential Dual-Up Modem
- Desktop Computer Service
- AFC Backup Power Unit



Linksys E1000 Wireless Router

- Great low cost router
- Full Wireless N, 3x N ability
- 2.4Ghz to 5Ghz, 802.11n security
- Great for Home, Business or Cable

Custom Computer Builds

I can build new computers with new, used or both parts. You decide the software you want installed and purpose of the computer. I keep my parts and labor costs low by knowing the computers exact needs. I also do repairs too.

Custom Laptops

You decide the software to install and the laptop's use. I work with you to decide on getting the right laptop for your needs. I can repair laptops as well.

Custom Networks

The same applies for these just for Custom Networks.

Replaced A Cash Register's Small SSD Drive

Uta Store - Duluth, MN
December 2012



Installation Of Two Network Cable Runs For Office Services

**For Fantasy Independent Mortgage In Hibbing, MN
February 2012*



--- One (1) Network Cable Run from the new office server, from for a Printer Fax-Copier and the second for a Fax Office.
--- Second fully new network runs for connection, quality and functionality.

Wireless Data Remote CDS-9090 Phone System Install Project

**For Fresenius Medical Care North America in Hennepin, MN
September 2012*



--- Setup and installed a Wireless Data Remote CDS-9090 PVT'S Phone System for Fresenius Medical Care North America in Hennepin, MN.
--- Used an phone system with this site's tech support to ensure proper function and quality.

Fire Alarm Phone Lines Repair Request

**For Costco Wholesale in Roscoe, MN
August 2012*



--- Troubleshooted and fixed PVT'S phone line connections and repaired them in this site (DNAMC - 2012) in Roscoe.
--- Found the repaired PVT'S lines for that site and did in quality and

Three CenturyLink to Spectrum Cable Phone Lines Upgrade

**For an Aldi's Store in Duluth, MN
March 2012*



--- Upgraded in CenturyLink phone lines and switched them over to Spectrum phone services.
--- Verified with Aldi's Tech support on this site's internet and phone line functionality.

NOTE In this photo that many commercial sites have more network rooms or server areas. At such, there are usually worked around by the assigned tech on site.

High Speed Internet VOIP Phone Services Upgrade

**For an O'Reilly Store in Atkin, MN
September 2012*



--- Performed an OFFICE VOIP Switch change over to high speed Spectrum Cable Internet.
--- Verified all phone lines with this site's tech support to ensure proper function and quality.

**Lane Bryant Store
"Miller Hill Mall"
Duluth, MN
-May 2013-**

Performed a network switch over from a Cisco 871 Router to a Cisco 1921 Router and Cisco 2960 Switch in manager's office.

Also, connected an IBM ProLiant Server and successfully tested 2x phone lines.



**Sheraton Duluth Hotel
Duluth, MN
April 2013**

Installed 3x new IBM Lenovo Guest Desktop Computers with the Windows 8 Operating System and 3 security cable locks to lock them down on the hotel's front lobby desk. All 3x guest computers have paid access and printing services setup on them with a shared internet connection via the hotel's local area network.



**Aeropostale Store
"Miller Hill Mall"
Duluth, MN
-April 2013-**

Diagnosed faulty phone lines at 3x Cash Register Stations to a 6x Block in the store's back office. Re-Wired 2x phone lines that were wired wrong when the store was opened. Successfully tested all phone lines at the end for functionality.



**Weight Watcher's Work Example - Duluth, MN
-October 2012 -**

1.) Upon arrival to the Weight Watcher's site (Miller Hill Mall) in Duluth, MN, I tested up the network cables to insure proper functionality and measure.

2.) Once the network cables were cleaned up and organized, I then proceeded to place all 3 (3) workstation computers at their net desk locations into below and run CAT5e ethernet cables to them. This site uses a 10/100 switch to join the workstation on their local private and internet usage so include access to the Weight Watcher's headquarters.

3.) At the end of the setup and install of the 3 workstation computers, I tested the connections to them and the internet with successful positive results.

4.) Upon completion of this work order, the customer signed the completion of work form and advised me they were happy with the results of my efforts.

Cables Setup Before Work is Done

Cables Setup After Work is Completed

Front View Of 1 Workstation

Front View Of All Workstations

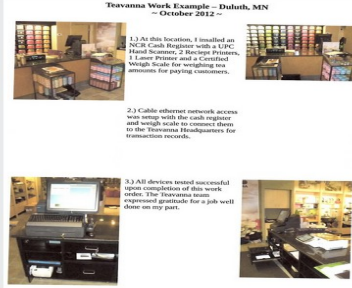


**Tevanna Work Example - Duluth, MN
-October 2012 -**

1.) At this location, I installed an NEC Cash Register with a UPC Hand Scanner, 2 Receipt Printers, 1 Laser Printer and a Certified Weight Scale for weighing customers.

2.) Cable ethernet network access was setup with the cash register and weigh scale to connect them to the Tevanna Headquarters for transactions records.

3.) All devices tested successful upon completion of this work order. The Tevanna team expressed gratitude for a job well done on my part.



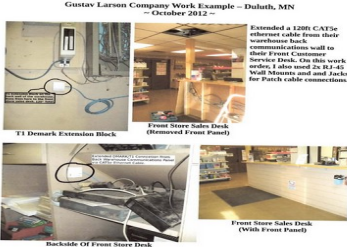
**Gustav Larson Company Work Example - Duluth, MN
-October 2012 -**

Extended a 1200 CAT5e ethernet cable from their warehouse back to their Front Customer Service Desk. On this work order, I also used 2x 8x 8 Wall Mounts and 4x 1x 1 Patch Cable connectors.

T1 Demark Extension Block

Front Store Sales Desk (Removed Front Panel)

Backside Of Front Store Desk (With Front Panel)



Testimonials

Scope requirements to extend network from first to second floor - 2nd visit

ID #9121475 FieldNation.com - Work Order



Networking Cloquet, MN Dec 29, 2020



BUYER: Matt J commented Dec 30, 2020

John was amazing! He went above and beyond to help us gather information at a site where the physical layout created many obstacles. He created diagrams and provided incredibly thorough notes. John is a rockstar! Loffler Companies, Inc.

Gemscope Install Project

ID #3357130 FieldNation.com - Work Order



Other Jan 9, 2017



BUYER: Becky R commented Jan 10, 2017

Always a pleasure to work with John. Great, consistent work. CPT Network Solutions, Inc

Please purchase modem at local Best Buy and go to stie and install ***Please bring a laptop for configuration**

ID #1313800 "FieldNation.com - Work Order"



Desktop/Laptop Apr 24, 2015



BUYER: Tami In Operations commented Apr 24, 2015

Thank you for being timely. Thank you for a job well done. We really do appreciate your help! Cormac - Operations Dept.

https://www.workmarket.com/ratings

Ratings Received

Show 25 entries

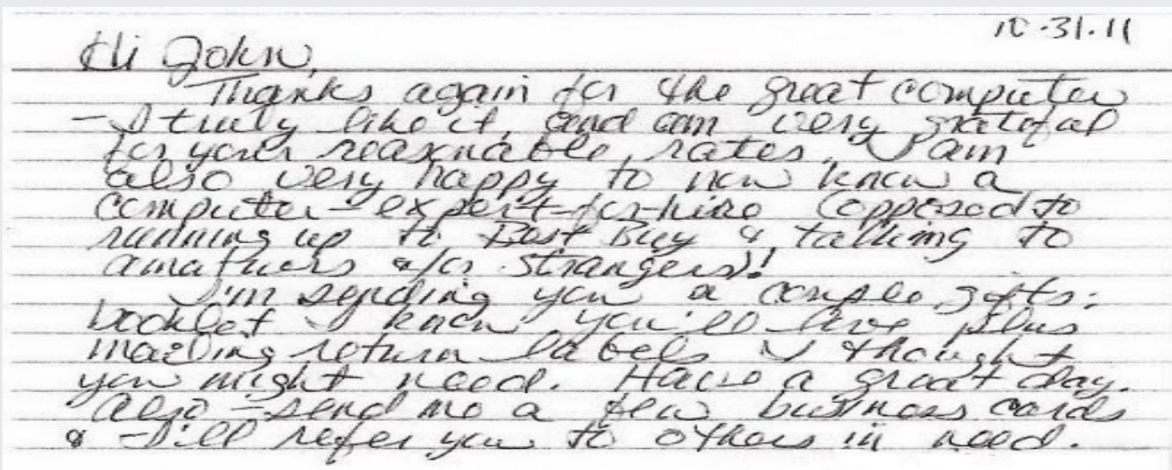
Date	Assignment	Review	Rating	Actions
Nov 1, 2011	GENERAL PRINTER ISSUE		★★★★★	Flag
Oct 15, 2011	Copy of Revisit to complete Abris de-install (mis...		★★★★★	Flag
Oct 4, 2011	Revisit to complete Abris de-install (missing mon...		★★★★★	Flag
Aug 30, 2011	NEED TECH TO SWAP OUT PRINTER ON LANE 6		★★★★★	Flag

Showing 1 to 4 of 4 entries

First Previous Next Last

powered by workmarket COMMUNITY

Date	Rating	Review	Actions
6/17/2011	★★★★★	John was very prompt at fixing my computer and he made sure everything worked properly after. He is very personable and reasonable to work with and his prices are affordable. I tell all my friends to give him a call. By Guest52949, From Superpages.com	Post a reply (public)



JTBIZTECH.NET

Welcome! Its my priority to provide every customer with excellent prompt quality service.

During my past several years in the IT and Data / Phone Communications Industry, I have always believed in keeping technology costs affordable and not a financial burden for my customers. In today's unpredictable economy, why should someone have to spend lots of money to fix a computer or data / phone communications related issue? Everyone deserves a low-cost solution that works.

I offer an affordable (\$45) Diagnostic and Estimate Consultation and a low-cost labor rate that's based on the requested work your needing done. So in a typical business or residential setting, the average diagnostic process takes 45 minutes to 1 hour to perform at which an estimate of total costs is written and shared before any further work is completed. **Please see [Offered Services](#) page for details.*

[On-Site & In-Shop Services]

- <> Computer Repair, Data Recovery
- <> Virus Scan & Removal
- <> Internet Acct(s) Password(s) Help
- <> Home/Office Network Installation
- <> Custom Computer System Builds
- <> Home/Office Data Cabling Repair
- <> Home/Office Phone Lines Repair
- <> 130 Mile Average Travel Radius

Again, thank you for your interest. I look forward to assisting you with your technology needs. So feel free to reach out with any further questions or to schedule an appointment today! Please include your personal and or business name, your phone number, your email address (*if using my Service Request Form below), your question and any other related detail needs.

Your business is much appreciated!

~John

Operating Hours - (Central Time)

(*By Appointment Only)

MON - SAT
8:00am - 9:00pm
SUNDAY OFF

[[SERVICE REQUEST FORM](#)]

~ Contact @ (218)461-0846 ~

Alternate Website
jtbiztech-net.ddns.net

****NOTE: 20+ mile(s) site scheduled visits from my Duluth, MN office are charged an additional per-mile location based travel fee. *Average Travel Radius is 130 miles.***

Travel Coverage Area Also Includes

- Middle to Northern Minnesota
- Middle to Northern Wisconsin

****NO* iPad, iPhone or Android device internal hardware repairs.***

****All calls are monitored for quality assurance purposes.***

~ Buy Local! Think Local! ~