

PHILIP C. WELLS

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- I.T. professional with a solid grasp of networks and telecommunications
- 17 years as a radio broadcast engineer with 9 of those in a major market
- Resourceful, self-starter, and I understand the technology behind computing
- Very intuitive. New concepts are assimilated thoroughly, forming a solid basis for problem solving and training others
- Creative, good communicator

EMPLOYMENT HISTORY

1/04 to present	SMB Networking/Telecom Business Owner	<i>Giant Step Communications</i>
	I specialize in networking and telecommunications. I'm involved with anything that involves sending information from one place to another. I can handle all aspects of telecom & datacom from cabling and phone closet installation and troubleshooting to router programming. I'm also at home with Win2Kx Server incl AD, and with MacOS. I'm good at explaining technology to the non-technical customer in a way that they can understand. Primary products are TeleVantage server-based PBX, SonicWALL & Fortinet security, 3COM switches, fax servers, spam & malware control. Engineering complete systems to fill customers' needs is my favorite part of my job; I love solving problems and concocting ways to make a customer's business function more efficiently and safely.	
3/08-2010	Transmitter Site Tech	<i>FloTV div Qualcomm</i>
	Monthly inspection and reporting, & on call support, for FloTV sites in SD County.	
9/95 -12/03	Telecom Manager & Network Tech	<i>BIS 858-408-2020</i>
	General Windows-based IT support for servers and desktops. Was the BIS Hostmaster, handling DNS changes and moves for BIS and their clients. Performed technical sales of telecom and networking products, especially TeleVantage, Alvarion wireless networks, and RightFax. Win2k, Mac, Outlook, Exchange, Backup Exec, SAV. Good, general understanding of the IP protocol suite, OSI layers, IP addressing, sniffing, troubleshooting.	
8/90 - 7/97	Engineering Manager	<i>KPLN / KJQY and KyXy, San Diego</i>
	Maintained studios, transmitter, telephone system, LAN, and PC's. As a Radio Engineer I came through four random FCC inspections with flying colors. I have designed and built my own electronic circuits. I've designed and wired studios including multi-track. I've maintained AM Directional and FM transmitting systems. I've maintained all records and advised management regarding FCC and technical matters, and filed most FCC engineering documents. Handled phone & long distance vendors.	
9/87 - 7/90	Independent Broadcast Engineer	<i>Giant Step Enterprises, San Diego</i>
	<ul style="list-style-type: none">• Installed new studios for KSON, San Diego; was on-staff for 1 year.• Contract Engineer for various San Diego area stations.• Planned FM transmitter site move, KPSI, Palm Springs.• Installed new studios at KCKC/KBON, San Bernardino.	
9/84 - 7/87	Chief Engineer and Asst. C.E.	<i>KLZZ and KOGO, San Diego</i>
1/80 - 8/84	Chief Engineer, Audio Producer	<i>KPSI, Palm Springs</i>

CERTIFICATIONS

Microsoft Certified Systems Engineer-NT, 6/2000
Senior AM/FM Broadcast Engineer certification from Society of Broadcast Engineers, 1990
SonicWALL CSSA (security and VPNs) 2002
FCC 1st Class Radiotelephone license, 1979
Extra Class Amateur Radio License, 2007

EDUCATION

SYRACUSE UNIVERSITY

B.S. Degree in TV-Radio, 5/77, NEWHOUSE SCHOOL OF PUBLIC COMMUNICATIONS. Curriculum included 16 track recording studio technique, radio production, advertising, writing, and film. Specialized in Radio Broadcasting and Audio Production. Minor in Computer Science, centered on Basic, APL, & Fortran.

VORTEX DATA SYSTEMS

MCSE-NT earned in 2000 with electives in TCP/IP, Exchange 5.5, & IIS 4

SKILLS

- I am a highly results-motivated person. I am absolutely a self-starter and can see any project within my area of proficiency through to completion. I'll do the research necessary to ensure that I thoroughly understand the subject matter such that I could teach it. I am an excellent communicator with outstanding verbal and writing skills. I am intuitive and creative, and I work well with others or on my own.
- Microsoft Server Troubleshooting and Admin. DOS, Windows & Macintosh computer experience.
- PC-based phone systems, custom IVR apps. Trained on the Vertical TeleVantage system.
- Experience with routers, network troubleshooting incl. packet analysis, certified on SonicWALL firewalls.
- IP Protocols: familiar with; can troubleshoot SMTP and POP3 email; FTP; DNS; DHCP.
- Experience with Robbed-bit, Integrated Voice/Data, and PRI T-1's using Dialogic boards and Adtran TSU-120, T-1 ACE, and Atlas 500 series smart CSU/DSU's.
- Physical aspects of networks including cabling and MDF/IDF.
- Good verbal and written skills mean I can write up instructions and documentation and have them be easily understood.
- Good organizational skills and a good sense of the logic involved mean I can plan a system properly.
- Have been a Macintosh "power user" since 1986. Familiar with most major Mac programs and troubleshooting.
- Proficient with MS Outlook. Can train others to use it efficiently.
- Experience with audio production, voiceover work, and MIDI based electronic music.

CAREER INTERESTS

CREATIVE: in-house or contract voice work for commercials, audio books, training, and sales presentations. Good w/ technical terms. Character voices. Demo available. Also, audio editing & production, photography. Straight Voice Demo: <http://web.giantstep.biz/resources/VoiceActingDemo.mp3> Character Voice Demo: <http://web.giantstep.biz/resources/CharacterDemoFinalPlus.mp3>

TECHNICAL - COMPUTERS: Network troubleshooting & maint (MCSE 4.0), sales engineer. Telecom work (switch programming, IVR app creation and voicing, call center setup). Customer support. Would like to learn more about IT forensics, incl traffic analysis, sniffing, & tracking down thieves and scammers.

TECHNICAL - OTHER: Audio visual support in-house (maintenance, setup, training), 2-way radio site maintenance, telemetry, proofreading, technical writing

References provided upon request.