

## DON WILLIAMS

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### SUMMARY OF QUALIFICATIONS

*Technical Support Professional and Group Leader* with extensive and progressive project, employee, team supervision, teaching, and management experience. Highly skilled at electrical and electronic troubleshooting, use of electrical and mechanical hand tools and instrumentation (DVM's, Oscilloscopes, Calipers, Micrometers, Dial Indicators, etc.), and reading Schematics (electrical, electronic, mechanical, and pneumatic). Proven ability to research, evaluate, and troubleshoot complex problems, directly and indirectly, via email and telephone conversations. Regarded as an expert on flexographic printing and converting systems.

### PROFESSIONAL EXPERIENCE

**MARK ANDY, INC.** – St. Louis, Missouri

**1979 – 2009**

#### **Group Leader for Technical Support (2007 – 2009)**

Led a support team of 12 (3 direct reports, lead to other technicians), dispersed across the U.S. as well as globally, to ensure daily operations of 24-hour technical support coverage for all domestic customers and international distributors, which included day-to-day PM, parts, retrofits, rebuilds, scheduling, and other aftermarket activities and growth initiatives; supported Pre-Order, Accounting, Collections, Budgeting, and other company activities and initiatives. Ensured timely installation and follow-up communication and visits for new press installations. Provided feedback from field to Manufacturing, Quality, and Engineering to support ongoing product and process improvements. Provided performance reviews, training, and personnel development activities for three team members. Handled decisions of Technical Support group when Global Service Manager was not available.

- Created electronic book of all electrical drawings, manuals, and specifications for support of Mark Andy product line, over 4 gigabytes in size.
- Developed/improved tools, including Oracle Support Module, technical documentation, and technician software to maximize team efficiency and effectiveness.

#### **Customer Service Technical Support/Info Systems Computer Programmer (1995 – 2008)**

Developed product configurators in Oracle 11i Configurator package, and prior a proprietary 4GL language product in Trilogy Software for correct product configurations. Created several tools to assist in tasks, including a pre-compiler (Compiled BASIC) for software code (Spreadsheet to Trilogy code). Answered technical phone calls regarding electrical, mechanical, and electronic in nature and offered solutions to customer and distributor problems. Advised deployed technical staff as needed. Coordinated activities around electrical inspections for equipment.

- Split time between IT and Technical Services during flood and reassignment of duties.

- Wrote code (Component Modeling Language) for Trilogy SalesBuilder application, which interfaced with Oracle business system to provide quotations and bills of material to customers and business system.
- Charged with overall accuracy and design of software and pricing schedule for entire product line.
- Created several tools including compiler (BASIC) that converted tab delimited text files directly into compilable CML.

#### **Quality Assurance/Quality Engineer (1992 – 1995)**

- On special assignment to increase reliability and reduce complaints from field for final assembly of press equipment.
  - Redesigned press and handled incremental improvements to overall final assembly quality.

#### **Field Service Engineer/Electrical (1991 – 1992)**

Advised technicians regarding various aspects of press controls and operation. Trained technicians, as well as customers and supported PC's in several departments including hardware, software installation, and menuing (Personally created the menuing software, DOS environment).

#### **Field Service Coordinator (1990 – 1991)**

Scheduled work load for all technicians. Answered technical support phone calls and supported PC's in various departments including hardware, software installation, and menuing.

#### **Electrical/Electronics Designer (1988 – 1990)**

Created press electrical designs, circuit board designs, and layouts for engineering processes. Created/drafted drawings (schematics, etc.) by hand. Responsible to gather requirements for designs and then create them as well as bills of material and manufacturing support in their production.

#### **Engineering Technician (1986 – 1988)**

Tested and developed prototype designs for engineering staff. Worked together with engineering staff to debug and improve design elements for production. Trouble-shoot various electrical, electronic, mechanical and printing problems with equipment on the shop floor as well as some equipment deployed in the field.

#### **Various positions held (1979 – 1985)**

**UV Dryer Systems; Circuit Board Technician; Electrical Final Assembler; Electrical Assembler**

### **EDUCATION**

St. Louis Community College at Meramec

St. Louis, Missouri – 1985-1990

(Coursework toward technical degree in computers/electronics/electrical and electronics engineering)

**OTHER PROFESSIONAL EXPERIENCE**

**FENNER & ASSOCIATES** – St. Louis, Missouri

**Electrical/Electronic Engineer**

Primary Designer of several pieces of test equipment for detecting and in some cases reversing corrosion in FRP and rubber-lined tanks and vessels.

**GOAD COMPANY** – St. Louis, Missouri

**Electrical/Electronic Engineer**

Primary Designer of several pieces of test equipment for detecting and in some cases reversing corrosion in FRP and rubber-lined tanks and vessels.

**ADDITIONAL EXPERIENCE**

Weekend maintenance man – Old Orchard Church – Webster Groves  
Assistant Leader – Church Youth Group with over 150 members

Shareware author/programmer of several software utilities and programs used in DOS environment  
Several program extensions for WWiV BBS software package  
(Prior to Internet)  
BBS Sysop and network administrator for BBS Network

**RECENT CAREER DEVELOPMENT**

AAIM Improving Your Image; AAIM Successful Lifelong Learning  
AAIM Why Diversity Matters; AAIM Supervisor & Manager Sexual Harassment Awareness  
AAIM Supervisory Certification – 2008  
AAIM Principles of Financial Management – 2009  
Red Cross Certified in Adult CPR/AED, Basic First Aid and Blood-borne Pathogens – 2008

**TECHNICAL SKILLS**

Oracle Configurator Developer (10 & 11i); Trilogy CML  
Microsoft Office; Text Editors (CodeWrite)  
Shareware author; Graphics editors; DVM; Oscilloscope (DSO)  
Hand tools; Designing and Prototyping Analog Circuit Designs  
Layout and Construction (Wiring) of Control Cabinets