

Owen T. Campbell

3270 Burlingame Drive, Crouse, NC. 28033

Summary

I am currently the CEO and Owner of 1ComputerTech.com. I have over 18 years experience in all aspects of computer support and service. I was a Program Manager and Certified System Engineer with over 10 years experience at Microsoft's software support center. I've developed & delivered training documents, podcasts, and webinars. I've lead projects for call center reporting, content management, social computing systems and internal tools. Most of these projects were enterprise level projects utilizing virtual teams that spanned the globe. My last project was implementing social computing methods using Web 2.0 for the Microsoft Fix-It team.

Employment History

1 Computer Tech

3270 Burlingame Drive, Crouse, NC. 28033

www.1ComputerTech.com

Owner / CEO

6/09 – Current

New and Used Computer, Laptop & Printer sales
Install/Upgrade/Maintain all customer hardware and software
Web Site design, email, & hosting
Point of Sale system sales and service
VoIP systems and service
On-Site and In-House Computer Training and On Call Support 24x7x365

Microsoft Corporation

8055 Microsoft Way, Charlotte, NC. 28273

www.microsoft.com

Support Engineer & Program Manager

06/99 – 04/09

Global Program Manager for various internal tools and operations
Support Call Center Technical Lead and Mentor for various Microsoft products
Escalation specialist for MSHOT support team
Global Virtual Team Lead with more than 10 support engineers per team
Global training lead for various Microsoft products
Microsoft certifications such as MCP, MCSA and MCSE
Subject Matter Expert on Microsoft Windows Operating Systems & Server, DNS, DHCP, WINs, TCPIP, Exchange 2000/2003, Outlook ALL ver, Office ALL ver, FrontPage, Expression Web, IIS, ISA, and SBS
Current strong internal relationships with Microsoft product and development teams
Excellent phone and computer skills with years of On Call support 24x7x365
Motivated and detail oriented, self managed, team player

CompConTech, Inc.

11301 Carmel Commons Blvd. Suite 103 Charlotte, NC 28226

www.CompConTech.com

Support Engineer

07/98 – 06/99

Support Professional for Windows 3.x, 9.x, NT, and Office 9.x
Phone Support Technical Lead
Training Lead and On Call Support 24x7x365

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Data Service Technology, Inc.

(No longer in business) purchased by **Brain Storm Technologies** in 2001

IT Consultant

10/96 – 07/98

Responsible for 25 accounts across Virginia, North Carolina, DC and Maryland specializing in conversions from Novell Server to Microsoft Windows Server. Revenue ranged from 10K per account to 1.5M

Developed business proposals outlining business requirements against current state

Developed and maintained end to end project plans

Dell Server installation and maintenance

Cisco router installations and maintenance

Telco data/voice installation and maintenance including POTS, DSL, ADSL, T1

Maintained all service contract negotiations, billing and delivery of service

Installation and maintenance SMB PBX systems

Installation and maintenance of network cabling for all clients

On Call Support 24x7x365 for all accounts

Warren Systems

27 North Braddock Street, Winchester, Va. 22601

www.warrensys.com

Computer and Network Engineer

11/95 – 10/96

Field and Bench Computer Support Technician responsible for on-site and in-house computer repair

Built custom PCs for customers, businesses and schools

Repaired all PCs and Servers based on daily service calls to contract customers

Installed and maintained high availability systems & Telco/PBX systems

Configured and maintained servers in Novell and Windows NT

On Call Support 24x7x365

National Captioning Institute, Inc.

10/92 – 01/96

1901 Gallows Road, Suite 3000, Vienna, Va. 22182

www.ncicap.org

Systems Engineer

Operation, design and maintenance of a \$20M audio/video production facility in the delivery of closed captioned data to various broadcast television stations. Responsible for maintaining data connectivity to major broadcast television companies like ABC, NBC, CBS, HBO, ESPN, TBS, TNT, etc...

Design, installation and maintenance of a broadcast quality television systems using high end Digital Satellites, Digital Cable TV, POTS/RS-232, T-1 & D-links for Internet and Voice data.

Installation and maintenance of a 30 KVA rack of UPS backup systems

Installed on configured all Servers and PC software using Novell 3.x and DOS, Win3.x/95

Orchestrated support of Live, Play Back and Off-Line captioning systems

Designed, installed and maintained 13 captioning studios

Repair and preventive maintenance of all broadcast quality video displays, video tape recorders, video switchers, audio switchers, computers systems including a custom developed system - Text Edit and Display (TED)

Routing of video and audio to respective control rooms using a 64x64 AV/Data switcher

On Call Support 24x7x365