

**Robert E. "Bob" Holden**  
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#### **SKILLS INVENTORY:**

Business Systems Analyst since 1971. Computer Systems Analyst since 1979. Extensive experience with many types of Computer Hardware and Software. "Hands-on" experience with System Administration, Operations, Programming, Dynamic Web Site Development, and Installation of Hardware, Software, and Peripherals, Connectivity, Maintenance, Support and Training.

Network and Server Administrator (Quickbooks, Novell, GroupWise, Win95/98/NT/W2K/XP/7/8, Linux, Apache, PHP, Cold Fusion, MS-SQL, MySQL, PostgreSQL, and Citrix Win/Meta Frame). Expert with Network Connectivity, PC Technical Support, Hardware Repair, Hardware and Software Installation, Configuration, and Operation, Programming, and Administration.

#### **BUSINESS EXPERIENCE:**

1979 – Present                    **EAWF**  
*Owner / Sole Proprietor*  
Chatsworth, CA , Tacoma, WA, and <http://www.eawf.com>.

Provide assistance, education, advice, and affordable solutions and services designed to enhance the sales, productivity, & competitiveness of all types and levels of business. Products and services offered include: Computer Hardware and Software Sales, Installation, Support, and Training, Custom Business Forms, Medical Billing, Data Collection, Network Installation and Support, and other Business to Business Services. Specializing in Recovery of "obsolete" PC Workstations into Linux Servers. Recently diversified business focus by adding Custom Embroidery services.

Continuously providing Internet Domain Hosting Services since 1994, including dynamic, SQL database management system (PostgreSQL and/or MySQL) driven web content, eMail, and all other related services as needed by customers including firewalls, domain name servers for over 32 Internet domains.

Feb 2006 - Feb 2007    **FreeGeek Tacoma** (WA registered non-profit, charitable organization)  
President and Co-Founder  
Tacoma, WA

Utilized the problem of responsible recycling of electronic technology to solve the problem of inadequate access to technology for those who are underprivileged, low-income, or at-risk by accepting computers which are deemed "obsolete" by their owners, disassembling them into their component parts, testing the components, responsibly recycling the unusable portions, and converting the usable goods into personal computer systems which are then given or donated to needy individuals or other non-profit concerns for continued use. Business failed due to lack of startup capitalization and volunteers for critical administrative functions.

## **PROFESSIONAL EXPERIENCE:**

Mar 2010 – Aug 2011 **Native Quest – Tacoma, WA (Volunteer Position)**  
IT Support/Security Manager/Board Member/Food Worker-Barista/Driver

Native American Cultural Center providing services to Urban Native Americans, and to the general public for information about Native American Culture, entertainment, and spiritual support.

### Duties include:

Web site programming and support, Food procurement, preparation, sales, general cleaning and organization, creating and printing forms, creating and procuring products for sale, in addition to providing WAN, LAN and PC technical support.

Apr 2010 – Jul 2010 **U.S. Census Bureau - Non-Response Follow Up(NRFU) - Tacoma.**  
Crew Leader/Assistant Crew Leader/Enumerator

Worked for the 2010 Census and performed multiple activities during three project phases of the 2010 Census:

### Crew Leader duties included:

Supervised 16 enumerators and 4 crew leader assistants during field operations, notified new employees of training locations, dates, and times, Conducted training sessions for 14 trainees, Implemented mandatory training by using classroom instructions, practice interviews, and on-the-job guidance, Provided instruction on enumeration procedures and familiarized trainees with reports and forms used to collect data, Performed preparatory duties such as checking boundaries and becoming familiar with the areas where employees would work., Assigned duty areas to employees, observed employees in the field, and provided on-the-spot assistance and supervision, Reviewed and certified daily payroll and progress reports and ensured that work was completed within established time schedules Advised supervisor of progress and performance, and made recommendations for dismissal of those who could not or would not perform required duties.

### Crew Leader Assistant duties included:

Learned the nature, scope, and objectives of each assigned field operation and specific procedures to be followed, Assisted the crew leader to ensure work was completed according to procedures and on schedule, Met daily with enumerators to assign work and conduct quality control on their paperwork to ensure accuracy and completeness, Submitted completed and acceptable materials to supervisor on a regular basis, Observed enumerators in the field, provided on-the-spot assistance, and recommended additional training for low performing enumerators, Reviewed daily payroll forms for accuracy and completeness.

### Enumerator duties included:

Planned work by reviewing assignment area to determine organization of neighborhoods and locate households for conducting interviews, Conducted interviews with residents in assigned areas by following stringent guidelines and confidentiality laws. Explained the purpose of the census interview, answered residents' questions, elicited information following a script, and recorded census data on forms, Assessed quality control levels on selected addresses, determined which samples passed or failed, and maintained records for quality control verification, Complied with accuracy standards while maintaining high production rates, Maintained records of hours worked, units produced, miles driven, quality control results, and expenses incurred in the performance of duties, Met daily with supervisor to review and submit work, and receive additional instructions.

Sep 2006 – Mar 2009 **After Market Products, Inc.**  
Office Manager/Online Sales/Shipping and Receiving Manager

CNC Machine shop that specializes in manufactures high quality tight tolerance billet aerospace components, and Snowmobile accessories and performance parts.

Duties include:

Managing the general office needs, answering phones, A/R, Invoicing, A/P, and other bookkeeping functions with Quickbooks, payroll, purchasing, receiving, online and phone sales, packaging and shipping, in addition to providing WAN, LAN and PC technical support.

Jun 2006 – Aug 2006 **Evergreen Fruits & Produce, Inc.**  
Delivery Driver

Fresh wholesale produce supplier for small and large restaurant and foodservice enterprises.

Duties include:

Summertime support driver, picking orders, packaging products, and delivering to stores and restaurants in the Puget Sound Area. Collecting payments as needed. Clean driving record.

May 2001 – Jul 2001 **Alternative Resources Corporation**  
*TDS Contractor*

Senior Technical Lead for Seattle's Best Coffee/Torrefazione Italia POS Upgrade Project.

Duties included:

Develop installation and upgrade scripts with Customer POS staff. Assisted in tech selection process with Contractor. Developed and maintained schedule for POS Process. Provided Tech support to 9 remote techs for sites around the US. Provided status reports to Contractor and Customer.

Jun 2000 - Mar 2001 **Alternative Resources Corporation**  
*IT Contractor*

Senior Extranet Support Technician for the Frank Russell Company, Tacoma, WA.

Duties included:

Provide technical support for multiple Extranet Portal's serving Frank Russell's business units and worldwide clients. Troubleshoot hardware and software problems relating to connectivity and functionality of Extranet web sites.. Responsible for creation, maintenance, operation, and update of OS and Software images including all versions of Windows, Linux and Apple iMac. Also support web browsers including IE and Netscape from version 3 to current versions. Assist and educate multiple Tier-1 Support Desks and customers to provide prompt restoration of functions for financial industry clientele such as United Airlines Pilots, Frank Russell Company, A.G. Edwards, and Northwestern Mutual Life Insurance Company and other financial institutions.

Oct 99 – June 2000      **DATA PARTNERS**  
IT Contractor

Network Administration and Technical Support for the U.S. Postal Service at the Bulk Mail Center in Federal Way, WA.

Duties included:

Administration and Technical Support for a Novell Network System, with integrated Windows NT Servers and Workstations. LAN support for Intranet, Internet, and SNA connectivity, as well as e-mail (ccMail) and SMS technologies.

Nov 90 - Jul 99      **CITY OF LOS ANGELES DEPARTMENT OF AGING (DOA)**  
*Systems Division*  
Systems Analyst II (Civil Service Class 1596-2)  
Acting Director of Systems, Technical Support and Help Desk.

Duties included:

Provide direction and technical support for all automated systems within the Department. Primary technical contact/coordinator between the Department and City Hall, the Information Technology Department and other agencies including the State Department of Aging. Sole Network Administration and Technical Support for an integrated Novell and Windows NT 4.0/Citrix WinFrame /MS-SQL Intranetwork. LAN support for Intranet, Internet, and SAA connectivity, as well as GroupWise 5.2 and HP JetDirect/JetAdmin Printing Services across the LAN. Provided successful identification and elimination of Y2K issues by June 1999. Responsible for all phases of hardware and software procurement for the department and associated sub-contractors. Webmaster/Web Programmer.

Development, installation, training, and maintenance of several Single User and LAN based Database Management Systems including Inventory Tracking, Employment Tracking, Zip Code Geolocator, Employee Salary Distribution, MIS Data Collection, Help Desk Problem Tracking, and Mailing List Systems.

Provided technical support and training for various City and non-city sub-contractor personnel in the use and operations of standard PC hardware, as well as software, including Word Processing, Spreadsheet, and Database Management Systems.

Associate Producer of a monthly Cable TV Show, "**Aging in LA & the Next Generation**", hosted by James Avery( Famous for playing "Uncle Phil" on the "**Fresh Prince of Bel Air**" with Will Smith).

Jul 89 - Nov 90

**CITY OF LOS ANGELES COMMUNITY DEVELOPMENT  
DEPARTMENT(CDD)**  
*Community Analysis and Planning Division*  
Systems Analyst I(Civil Service Class 1596-1)

Responsible for the analysis, specification, selection, installation, implementation, instruction, security, inventory control, and maintenance of computer based systems to include both information and graphics production. Assisted with extensive multi-organizational(Los Angeles County Assessor, LA City Fire, Police, Planning, Water and Power, Community Development, and Aging Departments) statistical analysis of 1990 Census data, which provided basis for nationwide suit against the U.S. Commerce Department for underreporting the Census count of that year.

Additional responsibilities included:

Network Administration coordinator, Information Security coordinator. Coordinator with City Information Services Department.

Administrator for the Departmental data sets.

Member of the Los Angeles City Geographic Information Management System(GIMS) Task Force.

Administered technical aspects of the Federal Grant(CDBG) Reporting System.

**EDUCATION:**

Novell Netware Administration  
Novell GroupWise Administration  
Cold Fusion Programming, Administration, and Development  
Microsoft SQL Server Administration  
Microsoft Server Administration  
Citrix WinFrame Administration  
Microsoft Access Programming  
Microsoft Word and Excel  
HTML Programming  
Windows Support  
UNIX Administration  
Business Basic 4 Development and Administration

**LOS ANGELES PIERCE JR. COLLEGE**

Woodland Hills, CA

Major: Business Administration Minor: Ceramics Technology

**CANOGA PARK HIGH SCHOOL**

Canoga Park, CA

General Education - Graduated

**PERSONAL INTERESTS:**

Promoting the Linux Operating System and free open source software (FOSS) through the Tacoma Linux Users Group(taclug.org) for business and personal connectivity.

Playing the Guitar, Ukulele, Hammered and Mountain Dulcimer.

Building and flying remote controlled aircraft.