

Joseph S. Scardino

92-1136 Hame Street, #10-101
Kapolei, HI 96707

404-543-0670

help@reliablepchehelp.com
www.ReliablePCHelp.com

Reliable, Ethical Business/Technical Professional with Over 25 Years of Experience

PROFESSIONAL EXPERIENCE:

RELIABLE PC HELP – *Owner, Computer Technician and Consultant*, Kapolei, HI
January 1996 to Present

Manage small, home-based technology firm (formerly in Atlanta, GA) with responsibilities in the following categories below. Focus is on controlling costs with most effective solutions.

➤ **Computer Consultant**

Consult small businesses and home users on technological areas for improvement including overall hardware and software design.

➤ **Computer Technician**

Onsite and remote (online) resolution of client issues. Troubleshoot and resolve various hardware and software issues including hardware replacement and installation, software installation and optimization, wireless network deployment and security setting.

- ✓ Maintain, configure, set-up, troubleshoot and install desktops, laptops, workstations and network printers
- ✓ Perform thorough technical analysis, and troubleshoot PC-based errors related to hardware, operating system, BIOS, firmware, compatibility, reliability or performance
- ✓ Monitor and tune PC platform configurations for optimal performance
- ✓ Monitor and track upgrades, fixes, etc. for PC platforms
- ✓ Perform installation and maintenance of NIC cards, memory, video cards, sound cards, printers, scanners, and other miscellaneous peripherals
- ✓ Install wireless networks with encryption methods for data security
- ✓ Solve problems directly or escalate problems to appropriate party
- ✓ Support end users on internally used software applications
- ✓ Interact with clients of all knowledge levels (novice to advanced) for preventative maintenance

➤ **Website Manager**

Website project development, design and maintenance.

JS CONSULTING – *Principal/Founder, Senior Investment Consultant*, Atlanta, GA
May 1996 to February 1998

Lead consultant to several large pension systems on investment market analysis, investment policy formation, performance measurement, investment manager search and selection. Lead analysis and deployment of web-based analytical database and front-end applications. (> \$4 billion under advisement)

Joseph S. Scardino Resume (cont'd)

LCG ASSOCIATES, INC. - *Vice President, Senior Investment Consultant*, Atlanta, GA
March 1993 to April 1996

Senior consultant to national pension systems utilizing statistical software applications and databases for quantitative analysis, among other key services offered. Led technological deployment of several analytical packages used nationally, firm wide. Conducted needs analysis, contractual review and subsequent approvals of enterprise-wide software applications. (> \$10 billion under advisement)

SEGAL ADVISORS, INC. - *Senior Investment Consultant*, New York City, NY, New Orleans, LA, Atlanta, GA
January 1988 to February 1993

Senior consultant and manager of Southeastern region to several national and local pension systems. Technical lead on all local and national deployment of statistical software and databases used for client analysis. (> \$5 billion under advisement)

EDUCATION:

University of Dayton, *Bachelor of Science in Finance*, Dayton, OH
April, 1984

BUSINESS SKILLS:

Client Acquisition, Retention and Management	Public Speaking
Contract Negotiation	Quantitative Analysis
Database Analysis	Sales Force Automation
Due Diligence	Technology Support
eCommerce/Merchant Accounts	Telephone Etiquette
Enterprise-Wide Applications	Training, Supervision and Mentoring
Management Consulting	Vendor/Reseller Relationship Management
Proposal Generation	Web-Enabled Technology

COMPUTER SKILLS:

Anti-Virus and Anti-Spyware Packages
FTP Clients
Microsoft Office: Excel, Outlook, PowerPoint, Word, Access
Operating Systems: Windows and Mac
Registry and Other Utility Cleaners
Web Browsers: Internet Explorer, Firefox, Chrome, Safari
Website Management: HTML, MySQL, PHP, CPanel, HTML Editors
Hard Drive Upgrades and Replacements; Operating System Upgrades
Memory Upgrades and Installation
Peripheral Setups
Wireless Networking: Router Installation and Security Setups

OTHER INTERESTS:

Volunteering, Mentoring, Social Networking, Online Computing, Soccer, Biking, Cooking, Live Music, Arts, Swimming, Neighborhood Monitoring