

THOMAS E. BOSTAPH

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OBJECTIVE

A permanent, full-time career position that will utilize my education, experience, and personal skills to their absolute potential; offering professional and personal advancement opportunities.

QUALIFICATIONS

- ✓ A career oriented, dynamic individual – adept at adopting corporate goals and operational procedures.
- ✓ Well organized, with excellent technical, written and oral communication skills.
- ✓ An accomplished trainer in complex, technical issues with the ability to deliver information to target audience.
- ✓ A self-starter – can perform his duties without supervision and has the ability to accomplish tasks within deadlines.
- ✓ Certified IPC J-STD-001D Trainer.
- ✓ National Safety Council 1st Aid / CPR / AED Instructor.
- ✓ DoD Security Clearance.

EXPERIENCE

2007 - 2009: MtronPTI / Orlando, Florida

Training & Safety Coordinator / Radiation Safety & Facility Security Officer

- ◆ Developed in-house training and researched outside training programs to cross train employees in an ISO 2000: 9001 electronics manufacturing company.
- ◆ Created a cross training program to reward employees that engage in continuous learning.
- ◆ Produced training videos to reinforce best assembly practices.
- ◆ Graduated IPC J-STD-001D solder training program to then train and certify employees in electronics assembly. Assisted IPC in developing accept/reject practice programs to keep employees' skills sharp.
- ◆ Assumed the Safety Coordinator position and maintained OSHA and MSDS paperwork and safety training at the site. Monitored safe work practices throughout the facility.
- ◆ Maintained compliance with all federal and state laws regulating radiation safety: encompassing training, monitoring equipment, routine maintenance and documentation.
- ◆ Created facility security training program and monitored employees' compliance of the federal NISPOM requirements for secure information.

2005 - 2007: Cyber-Test, Inc. / Longwood, Florida

Level II Trainer

- ◆ Instructed new employees on Technical Support issues.
- ◆ Created training schedules, syllabi, handouts and reference material for the call-center technicians.
- ◆ Researched new devices and created appropriate documentation and training material.
- ◆ Updated policies and procedures manual for the entire call center.

Level II Technical Support Technician

- ◆ Assisted customers and troubleshoot various peripheral computer devices, such as printers, scanners, multifunction devices, PDAs, laptops, etc... over the telephone.
- ◆ Strong customer service skills and IT skills used to reduce call time.

1997 - 2004: Security Information Systems, Inc. / Orlando, Florida

Technical Trainer

- ◆ Responsible for on-site assembly and configuration of security equipment and computer networks worldwide.
- ◆ Trained groups of users in operation and maintenance of company software running on Windows 9X, NT, XP, 2000 Pro and Server, MS-DOS and Novell 3.2 Server and required tasks set by Underwriters Laboratory® 1981 Central Station Monitoring protocol.
- ◆ Proficient at Microsoft Office suite as well as SQL Server 7.0 & 2000, Webex online training programs, Adobe Acrobat, Adobe Premiere, Robohelp, Reachout, PC Anywhere, Windows operating systems 9X through XP, MS-DOS and alarm receiver formats and programming.
- ◆ Designed syllabi and training materials for several classes (handouts, PowerPoint presentations, help files, videos, etc...).
- ◆ Designed and constructed an in-house classroom facility for customers.
- ◆ Produced customized training classes for instruction via the Internet.

Senior Technician

- ◆ Utilized staff of technicians to assemble and configure various PCs and networks for end users in the security industry.
- ◆ Supervised technicians in technical support call center, reviewed their performance, and mentored new technicians.
- ◆ Addressed customer complaints and resolved outstanding issues.
- ◆ Bridged communication between the programmers, technicians and customers.
- ◆ Wrote technical notes covering frequently asked questions to reduce call time.
- ◆ Created, proofread and edited technical manuals for software applications developed by the company.
- ◆ Provided 24-hour, emergency technical support for high security central monitoring stations.
- ◆ Interviewed applicants for positions within the company.

Technician

- ◆ Received calls from end users on software applications.
- ◆ Troubleshoot hardware and software issues over the telephone and using remote software.
- ◆ Assembled PCs and computer networks and programmed alarm receivers to transmit data to computers.

1993 - 1997: C.B.I. Monitoring/Fern Park, FL

Supervisor

- ◆ Managed and trained teams of dispatchers in a 24/7 Alarm Monitoring Central Station.
- ◆ Established periodic equipment test schedule for telephone lines, backups, and power generators for the facility.
- ◆ On-call for emergency operations.
- ◆ Received and verified alarms for dispatch to police and fire departments.

1986 - 1988: U.S. Army / Giessen, Germany

31M10 – Communications Operator: HHB 4/3 Air Defense Artillery. Honorably Discharged.

EDUCATION

Graduated May 03, 1997: University of Central Florida / Orlando Florida



Bachelor of Arts in Organizational Communication: Instruction on corporate training, business writing and classroom techniques. Minor in **Applied Computer Science** with an emphasis on MS Office products, databases, graphic design and business documentation.