
RICHARD D. ROSE

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Summary

Accomplished retired business professional with over three decades of experience in Information Technology, project management and networking.

Naturally persuasive community leader who has leveraged the analytical and problem resolution skills acquired over the years of service in the corporate arena and successfully applied those skills in community organization applications. Recognized among colleagues as having the ability to energize and inspire individuals to work toward achieving common goals. Creative and resourceful with a track record of successfully orchestrating positive change in our community.

Skills

- Strong communicator
 - Excellent interpersonal skills
 - Culturally-sensitive
 - Skilled multi-tasker
 - Event planning and logistics
 - Detail-oriented
 - Self-starter
 - Fast learner
 - Excellent Computer Skills
 - Problem analysis and resolution
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Experience

Technical Support Representative

06/2008 to 11/2012

IBM

Atlanta, Georgia

Provided Tier 2 Systems Support to major US and International Corporate System Administration customers running IBM's Java based WebSphere Application Server Products on their Enterprise Systems. Effectively reduced system downtime by providing prompt and accurate solutions to system problems. Took steps proactively to update customers systems to minimize the effects of known software deficiencies resulting in even greater system availability.

Led collaborative efforts between technical teams located in the United States, Europe and Japan.

Technical Service Representative

06/2005 to 06/2008

IBM

Atlanta, Georgia

Technical project lead for major nationwide computer banking systems upgrade. Responsibility for selecting, hiring and training teams to execute the system upgrades in several states including remote locations in Alaska. Mentored and coached team members to enable their development into more valuable contributors.

Technical Support Engineer

02/1989 to 06/2005

IBM

Atlanta, Georgia

Provided onsite service and support on computer systems for IBM customers in the Greater Atlanta area. The prompt, efficient service resulted in minimizing downtime and outages. Provided team leadership and training in IBM Point Of Sales Support Systems and Network Systems.

Top contributor in the creation of Technical Bulletins to alert Field Personnel of known defects and to drive the defects to resolution.

Focal point for team tracking and resolving Common Vulnerabilities applicable to software systems within the organization.

Team Leader - Point Of Sales Technical Support Team. Responsibility for all aspects of training, scheduling and compliance with department performance metrics.

Focal Point for ensuring department compliance with IBM's Six Sigma approach and methodology.

Focal Point for Configuration and Support issues on the software application used for documenting all service calls.

Field Service Specialist **05/1986 to 08/1989**
IBM **Queens, NY**

Provided onsite service on computer systems to IBM customers in the Greater New York area to achieve minimal downtime and interruptions. The high quality of service provided was recognized by the company and was awarded the "IBM Means Service" award, the ultimate recognition within the company.

Systems Engineer **03/1982 to 05/1986**
IBM **St Croix, USVI**

Achieved a high level of availability and reliability of computer systems installed across the United States Virgin Islands and the British Virgin Islands. Maintained excellent customer satisfaction despite the challenges of remote geographical location and distances.

Field Service Engineer **09/1979 to 03/1982**
IBM **White Plains, NY**

Serviced and maintained corporate office systems installed in the upper Westchester County area. Provided a high level of reliability by reducing response time to critical situations. Delivered consistently high level of service which resulted in a positive growth in customer satisfaction and was recognized by being awarded the "IBM Means Service" award - the ultimate recognition within the Company.

Service Tech **05/1977 to 08/1979**
IBM **Kingston, Jamaica**

Maintained service reliability on office systems installed at customer locations.

Reliability And Operations Technician **02/1971 to 05/1977**
Cable and Wireless **Kingston, Jamaica**

Held responsibility for up-time on vital communication channels which provided connectivity between the entire island and the rest of the world. Ensured full availability and reliability for video, data, and voice systems on international links to the island.

Education and Training

Electronics and Telecommunications
College Of Arts Science and Technology

Kingston, Jamaica

Certifications

Professional Certifications - WebSphere Application Server Systems Administration. Annual Re-certification 2008-2012.

Microsoft Certified Systems Engineer
A+ Certified

Community Service

Volunteer, Habitat for Humanity, 2006 Atlanta Georgia

Principal Chair - Double Bass, First Baptist Atlanta Orchestra 1996- current

Served as organizational team leads on several music-based mission trips to Europe. Coordinated plans for travel, transportation and accommodation for the participating groups.

Focal point for planning and organizing family reunions which comprises over 50 individuals. 1994-current.

Chairperson - Mountain Oaks Homeowners Association Architectural Review Committee 2012-2014.

Was recruited and served on the Board of Directors of Lakes Of Stonebridge Master Association - Stone Mountain Georgia 2014-2016

President, Mountain Oaks Homeowners Association (Stone Mountain Georgia) 2015 to present