

Ron Grove

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OBJECTIVE

To benefit an organization with my excellent skills in network administration, network security, personnel training and software development as well as with my Russian, German and Serb-Croatian language skills.

EXPERIENCE

Owner, [Evanoah I/T Services](#), Beaverton, OR

Oct 2008-Present

- Serve the west side of Portland, OR for a wide range of Home and Business I/T consulting services.
- We specialize in Windows network support, but work with Mac OS X and Linux regularly as well.
- Provide some custom line of business application development using Delphi and Visual Studio.
- Create training content for YouTube screencasts that are organized at <http://www.rongrove.com>

I/T Application and Security Manager,

[Touchmark Living Centers](#), Beaverton, OR

Feb 2000- Oct 2008

- Served as part of a four person team to provide I/T support for Touchmark Assisted Living Communities, Skilled Nursing Facilities and Home Health Agencies in eight states and one province.
- Co-designed, implemented and supported Active Directory and Exchange Messaging Infrastructure.
- Co-designed, implemented and supported VPN WAN between communities and central office.
- Worked closely with Intranet developer and departments to plan, develop, document and support internal Touchmark applications.
- Managed HIPAA transition at Touchmark and served as the I/T Department's HIPAA compliance officer.
- Conducted all group training provided by the I/T Department for diverse reasons including application deployments, new employee orientations and corporate events.
- Researched applications in conjunction with department heads to make purchasing recommendations
- Managed and supported both third party and internally developed applications.
- Maintained software licensing information for the corporate network to ensure it was in compliance.
- Provided desktop support to Touchmark employees using Microsoft Office 97 to 2007, Windows 98 to Vista, and many other job specific applications across the enterprise.
- Created and maintained many of the I/T departments standard operating procedures

Support Technician, [WebTrends](#), Portland, OR

May 1999- Feb 2000

- Provide phone support for WebTrends products. This included WebTrends Enterprise Suite, WebTrends Enterprise Reporting Server, WebTrends Log Analyzer, WebTrends Security Analyzer and WebTrends for Firewalls and VPN's.
- Served as the primary support person for the WebTrends Enterprise Reporting Server operating on Linux and Sun Solaris Operating Systems.

Signals Intelligence Specialist, U.S. Army

Jan 1993 - Jan 1998

- Maintained excellent proficiency as a Russian, Serbo-Croatian and German languages.
- Promoted into transcription department sooner than peers
- Chosen for a high level NSA deployment in an allied country that lasted 10+ months
- Chosen to serve as a translator for the commander of SFOR forces in Bosnia. Plans were changed and was redeployed to do signals intelligence instead.
- Maintained Top Secret security clearance.
- Department language maintenance supervisor
- Trained incoming linguists on Sun Solaris and Microsoft Windows proprietary applications
- Wrote and edited training manuals and office standard operating procedures

EDUCATION

Portland Community College, Portland, OR
1998-1999
Software Engineering

Primary Leadership Development Course, Grafenwoer Germany
1997
NCO Training Course

U.S. Army Language School, Garmisch-Partenkirchen Germany
1995
Serbo-Croatian Intermediate and Advanced Course

Electronic Warfare Signals Intelligence Operators Course, Ft Huachuca, AZ
1994
98G Voice Interceptor Tactical Operations Training

U.S. Army Language School, Augsburg Germany
1994
Serbo-Croatian Basic Course

Defense Language Institute, Monterey, CA
1993-1994
Russian Language Course

Boise State University
1989-1992
Political Science

Tigard High School, Tigard, OR
1987-1989

SKILLS

Excellent Trainer, Active Directory Administration, Windows NT Server (certified NT MCSE), Windows 2003 & 2008 Server, Microsoft Exchange 5.5 & 2003, Delphi development, C# development, data backup, Symantec BackupExec, CA AntiVirus, Microsoft SQL Server, Vigilant Administrator, AccuCare Clinical Software, ACT! Microsoft Office 97-2010, network wiring, wireless networking. Can communicate in Russian, Serbo-Croatian and German.