

# KENNETH P. CORPUS

750 Five Mile Line Road, Webster, NY 14580 | 585.746.2423 | ken@computerworkspro.com

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## INFORMATION TECHNOLOGY CONSULTANT / NETWORK SYSTEMS ADMINISTRATOR / TRAINER

- Results-driven IT professional with extensive experience in the overall design, development, administration, operation, maintenance, and support of information and technology infrastructure.
- Intuitive, analytical troubleshooting, debugging and problem solving skills with excellent hands-on experience.
- Comprehensive knowledge of hardware and software systems, along with integration of network systems, as well as the implementation of backup solutions and cloud based solutions.
- Articulate communicator with the ability to translate complex technical information into non-technical terms. Strong documentation and technical writing skills.
- Proven ability to deliver a high level of customer satisfaction which leads to repeat and referral business. Able to keep pace with new technology and embrace new solutions.

## TECHNICAL EXPERTISE

Networking: DHCP, DNS, Ethernet, FTP, IPv4/6, LAN, SSH WAN, POP, SMTP, TCP/IP, VPN, WIFI  
Systems: Microsoft Windows, Microsoft Server, Linux, Mac, Cisco IOS  
Hardware: Desktops, Laptops, Servers, Routers, Switches, Firewalls, VPN, Fault Tolerant Backup Devices  
Software: Antivirus, Firewall, Exchange, Outlook, Dreamweaver, Acrobat, Plesk, Microsoft Office, Java, Perl  
Database: MS SQL Server, MySQL Server  
Certifications: CompTIA A+, Microsoft Certified Professional,

## EXPERIENCE

### Computer Works Pro Inc., Webster, NY President, Independent IT Consultant

02/02 – Present

Self-started computer and IT consultant business providing sales, service, support and training to small businesses that do not have on-site IT staff to maintain their infrastructure. As President, manage all aspects of the business operations. Function in a variety of IT consultant capacities and roles: design, purchase, deployment, configuration, integration, support, networking and maintenance of IT solutions. Design, implement and maintain website presence for small businesses, including registering domain name, providing hosting services, developing web pages, and implementing email services. Partnerships: HP, Lenovo, Netgear, Trend Micro, Cisco, and Intel Product Dealer.

### Paychex, Webster, NY Supervisor, IT Operations Center

01/16 – 3/17

Supervises a 2<sup>nd</sup> shift team of IT Operations Technicians who are responsible for monitoring and responding to all Paychex system failures and alerts including server, storage, network, telecommunications, backups, facilities, and applications. Ensure maximum uptime by effective event management, system and process monitoring, and enterprise scheduling of the business applications. Reviews daily turnover between shifts as well as the daily activity checklist to ensure a smooth transition from shift to shift. Reviews established metrics, key performance indicators and service level agreements for driving the performance of the Operations Center. Additional responsibilities include investigation, correlation, analysis, and research of hardware and software related incidents and problems. Monitors the progress of the team's annual goals and plans strategy for completing goals. Leads the team to accomplish Paychex' defined expectations, maintains customer satisfaction. Manages scheduling for 24x7 on call rotation.

### BOCES 2 Center for Workforce Development, Rochester, NY Adjunct IT Instructor

11/15 – 1/16

Adjunct instructor for the Customer Support Specialist technical program which included course material from CompTIA A+ certification as well as from Cisco Networking Essentials and CCNA Routing and Switching from the Cisco Networking Academy courses. Class included utilization of the Cisco packet tracer to setup virtual routers and switches in a lab environment as well assist with learning the Cisco IOS.

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## **Monroe Community College, Rochester, NY**

**09/14 – 01/15**

### **Part-time Instructor for MCC Corporate College**

Part-time instructor for a variety of corporate clients providing computer related training courses for the Microsoft Office products such as Microsoft Excel. The MCC Corporate College offers professional development and training solutions for people, businesses, and organizations throughout Monroe County and the surrounding areas.

## **Bryant & Stratton College, Rochester, NY**

**03/08 – 09/14**

### **Adjunct Instructor, Technical Trainer and Lab Manager**

Adjunct instructor for a variety of college degree related computer and IT courses, including hardware, software, networking, Windows XP, security, and systems analysis. Technical trainer for the Professional Skills Center certification courses such as CompTIA A+, Microsoft Office courses and Build Your Own PC class. Perform IT Systems Administration and manage IT projects for the Professional Skills Center in support of classroom rentals at the Henrietta, NY campus. Configure, maintain and support servers, desktops and network infrastructure to meet academic and departmental requirements. Coordinated installation, configuration, maintenance, and computer system imaging for various classroom rentals.

## **BOCES 2 Center for Workforce Development, Rochester, NY**

### **Adjunct IT Instructor**

**06/02 – 03/08**

Instructor for a variety of computer and IT related courses, including CompTIA A+, and Build Your Own PC. Developed the course curriculum and training materials for the Build Your Own PC class. Internship Coordinator charged with developing an Internship program and plan for the IT certification courses.

## **Xerox Corporation, Rochester, NY**

**06/81 - 02/02**

### **Customer Support Lead for the Scanner Business Team**

Managed customer and technical support operations for Xerox scanner products, including an outsourced Level 1 support tier and managed customer escalations. Maintained budget and on-call schedules while ensuring continuous process improvement and customer satisfaction. Maintained effective web site technical support content. Provided technical and engineering support in a variety of roles to both internal and external customers. Developed and maintained the team's automated web-based FAQ system, which was one of the first such tools within the company. Acted as the division liaison for a web-based corporate-wide, customer self-help knowledgebase and FAQ tool task force team.

- Received a Xerox Achievement Award for this accomplishment.

### **Network Administration / Support**

Designed and developed an IT Infrastructure Transition Plan to migrate from Xerox's proprietary GlobalView workstation to a standardized Windows based, PC platform, which was then adopted as the model plan for entire division. Acted as Business Team liaison to Xerox IM & EDS desktop/network support. Realized an annual budget savings of \$250K for incorrect IM seat charges.

- Received a Team Spirit Award for this accomplishment.

### **Prior Xerox Experience**

Software Testing; Software Requirements Development; Service Manual Development; Customer Documentation Development; Electronic Technician.

## **CONSULTING**

### **Previsor, Inc., Roswell, GA**

**09/02**

Provided test item validation for BrainBench.com's Computer Technical Support test. Tasks included checking each item for valid content, correct and incorrect answer validity, determining whether or not the item is relevant to the topic and whether the item is categorized correctly as a beginner, intermediate or advanced concept.

## **EDUCATION**

### **Rochester Institute of Technology, School of Engineering Technology, Rochester, NY**

**1987**

Bachelor of Technology degree, Electrical Engineering Technology, College of Applied Science and Technology

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## **Mohawk Valley Community College, Utica, NY**

**1981**

A.A.S Degree, Applied Science in Electrical Technology

## **EDUCATION/TRAINING**

Cisco Networking Academy: CSS IT Essentials, Intro to Networking, Packet Tracer **2016**

Java Programming Class, Monroe Community College, Rochester, NY **2010**

Supporting Microsoft NT Server Enterprise, Ziff-Davis Education, Rochester, NY **1999**

Advanced PC Troubleshooting, Essential Seminars Inc., Rochester, NY **1995**

Color Reproduction, Measurement and Control, Rochester Institute of Technology, Rochester, NY **1995**

Networking Technologies, Logical Operations, Rochester, NY **1994**

Printing Technologies for Today and Tomorrow, Rochester Institute of Technology, Rochester, NY **1994**

Novell 3.11 Systems Manager, Logical Operations, Rochester, NY **1992**

## **CONFERENCES**

### **Right Now Technologies, Bozeman, MT**

**01/2000**

Speaker at the Right Now Web User Conference at the corporate headquarters to discuss Xerox Corporation's Scanner Business Team web based FAQ system successful implementation.

## **VOLUNTEER**

### **Wellness G.I.F.T.S. Inc., Bath NY**

Wellness G.I.F.T.S. is a non-profit organization that focuses on families who have individuals with developmental disabilities, of any age, living at home with their parents or caregivers. Retreats provide *Respite*, *Recreation*, and *Rejuvenation*, as well as Education and Social Networking for the entire family. Provided assistance for parents and children at the retreats as well as help to coordinate and run the activities.