

# *Tim D. Coulter Sr.*

1364 Ledgewood Lane, Avon, IN 46123  
317-626-7144      [timdcsr@tcoulter.com](mailto:timdcsr@tcoulter.com)

## *Work Experience*

Provide planning, technical installation and configuration support and consulting services to business customers – installed and maintained Windows 2003/2008 Server for File and Print, Email, Web hosting and infrastructure (DNS, DHCP, etc) – upgraded MS Windows 2000 to 2003 Server – upgraded MS Exchange Server 2000 to 2003 - installed and configured MS 2003 SMB Server with Exchange to rolled out email using Outlook 2003 client - installed Wireless LAN for small business clients - rolled out anti-virus solution for small business client - rolled out new desktop and laptop computers in manufacturing and office environments – firewall (edge security appliances) installation and maintenance (including Cisco PIX & ASA, SonicWall, and Watchguard) - assisted customers with ISP change, including reconfiguring routers and firewalls – installed and maintained IBM iSeries OS/400 on single and multiple LPAR systems - installed and maintained IBM pSeries AIX 5L systems - 20+ years IBM Midrange Support – 16+ years MS OS (Desktop) Support – 12+ years of MS NOS (Server) Support - customer service ticket management and escalation – works well with others as a project manager, team lead, team member, or as an independent consultant - enjoys learning as well as teaching - finds the computer field challenging because there is always something new to learn.

## *Work History*

### **Netwise Resources, Engineer – Indianapolis, Indiana – June, 2009 – current**

Provide technical computer services to small to medium size business customers.

### **T Coulter, Independent Consultant – Avon, Indiana - June, 2004 – December, 2008**

Provide planning, technical installation and configuration support services to business customers.

### **Data Processing Services, Systems Engineer - Sept., 1998 – June, 2004**

Provide planning, technical installation and configuration support services to DPS customers.

### **Compaq Computer Corporation, Area Customer Service Manager - Oct., 1997 - March, 1998**

Post sales support and management of account relationships.

### **Coram Healthcare, Alternate Systems Manager - July, 1996 - Oct., 1997**

Technical Manager of IBM AS/400, Netware and Windows Servers.

### **SHL an MCI Company, Senior Technical Analyst - March, 1996 - July, 1996**

Audit and document in-store computer systems - Short term assignment with Eagle Foods.

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**Henkel Corporation - March, 1989 - March, 1996**

**Henkel Emery Group, Systems Administrator**

Senior Technical Support of AS/400 and PC LANs.

**Henkel Functional Products Group, Network Specialist**

Technical and Operational Support of AS/400 and PC LANs.

## *EDUCATION*

Shalom Bible College – Des Moines, Iowa

Bachelor of Divinity, February, 2010 (Cum Laude)

Prairie State College - Chicago Heights, Illinois 60411

Associates in Arts, Liberal Studies - December, 1995 (Magna Cum Laude)

## *VOLUNTEER ACTIVITIES*

- Plainfield Correctional Facility, PLUS Program Teacher & Mentor – January, 2007 to June 2009
- Danville AGLOW, Multi-media assistant & Web design – October, 2007 to May, 2010
- Communion of Young Ministers International, Bible Teacher – September, 2007 to Current
- Street Ministry – Inhabiting the World (<http://www.itw4j.org>)
- minister of the Gospel of Jesus Christ (<http://www.ihpem.org>)