

Larry D. Hull

Work History

University of California, San Diego (1988 to 2019)

Computer Resource Specialist I, (07/2014 – 06/2019)

UCSD, EXTENSION-COMPUTING SERVICES

Contributed web design and content documentation support for the organization's MS- SharePoint Intranet. Responsible for computer technical support to desktops and student computer labs diagnosing problems by recognizing system hardware and software malfunctions and taking corrective actions utilizing knowledge of TCP/IP communication protocols and understanding of IP addressing. Specialized duties included: providing user training, performing installations, configuring, maintaining, and troubleshooting of computer hardware and software, installing memory chips, hard drives and peripherals. Coordinated with instructors for lab setup requirements and assisted with administrative functions for Active Directory relating to user accounts. Aided with audiovisual equipment in set up and troubleshooting connections. Performed hard drive imaging for use in computer labs and workstations. Provided database services creating tables, fields, forms and reports on various projects.

Computer Resource Specialist I, (03/2005 – 07/2014)

UCSD, EXTENSION-STUDENT SERVICES

Provide excellent and constant customer service for student registrations via telephone, email and in person. Process transcript requests, enrollment requests, answer general course questions and process add/drop requests. Assist faculty with various assignments; laptop setups, web account logins, troubleshooting audio visual connections and course administrative functions. Participate and consult on various committees providing expertise and advice with audio visual, computer, database, web and video editing needs. Contributed web design and content documentation support for the organization's MS-SharePoint Intranet, including FAQ documents, usage reports, instructional flyers and instructional manuals. Train users and generate reports via MS-Powerpoint for various groups. Manage the Online Learning student support services for online classes offered via WebCT/Blackboard. Create and maintain customized MS-Access database to streamline communications of enrollment confirmations, access login information and troubleshoot student access and media delivery questions by phone and email. Configure database to download enrollment information from the campus data warehouse daily. Provide database statistical reporting and create and maintain customized MS-Access database called LEROY which is used for various process improvement functions. Manage and provide technical support for photo ID card computer system, including troubleshooting of hardware and software. Provide consistent A/V support coordinating classroom delivery scheduling along with setting up instructor/student laptops and LCD projectors for classroom use, including troubleshooting connections. Schedule and coordinate meetings with various groups for collaboration.

Education

- 2009 Web Design for Graphic Professionals Certificate from UCSD Extension
- 2004 Oracle, MS-SQL Server, MS-Exchange with Active Directory from UCSD Extension 1994 Course in Novell Netware Administration, 3.x from New Horizons
- 1990 Course in Beginning and Intermediate Paradox from UCSD Staff Education
- 1978 to 1985 Courses towards AA in Computer Science from Riverside Community College and Saddleback Community College

Additional Skills, Knowledge, and Abilities

- WebCT/Blackboard, DOS thru Windows 7, Novell Administration, Active Directory, SQL, and advanced level knowledge of MS-Office Suite.
- Experience with FrontPage/SharePoint Designer, Dreamweaver, HTML editing, MS-SharePoint Administration, Photoshop, Oracle, Symantec Ghost, IFIS/ISIS, UCSD Data Warehouse and network protocols.
- Financial skills including monitoring expenses and reviewing invoices and ledgers. Experience with PET, NPET, ledger reconciliation, journal entries, Pay Authorizations, Travel vouchers, California Sales and Use Tax Regulations.
- Experience operating an audio sound board, light board, consumer and commercial level video camera operation, and linear and non-linear video editing using Adobe Premier.
- Experience with MS-Publisher and PageMaker. Familiarity with Visio and Adobe In-Design.