

Cliff Warren Payton
1965 Prairie Clover Drive Lebanon, Ohio 45036
paytonvision@hotmail.com (937) 271-4985

**CERTIFIED INTERNATIONAL ONSITE SENIOR SOFTWARE TRAINER
AND ELECTRO MECHANICAL FIELD SERVICE TECHNICIAN**

Dear Prospective Employer

Please consider me an applicant for the field service position you may have available. I have immediate availability and can service the Dayton, Middletown and Cincinnati Ohio Areas or a 60 mile area from 45036. Unfortunately, I will not be available for relocation, but I will be available for mild national and international travel, if needed.

I am a seasoned, certified field service engineer with a loyal work history. A major strength that I will bring to your company includes my eagerness to pursue 100% customer satisfaction. Throughout my career I have acquired numerous certifications and training courses which will help me uphold a strong customer base. With excellent organization and communication skills, and outstanding work ethic, and the ability to work well in both team-oriented and self-directed environments, I am positioned to exceed your expectations.

I appreciate the review of my resume in advance and I would welcome an opportunity to discuss my qualifications and candidacy in further detail. Thank you for your time and consideration.

Sincere Thanks

Cliff Warren Payton

Professional Experience

NATIONAL ONSITE SOFTWARE AND HARDWARE TRAINER AND FIELD SERVICE TECHNICIAN

IDENTISYS INC from September 1999 to Present

- Performed regional onsite hardware and software installation, technical service, preventive maintenance, and training for all the major hospitals, schools and airports in west/central Ohio and occasional travel to 9 other states
- Performed remote and onsite administration of Microsoft Web Server 2003
- Installed and coded both MySQL and Microsoft SQL Server 2005 using custom triggers and coded websites using HTML, ASP and JavaScript languages and integrated with SQL Server
- Installed, integrated and trained Microsoft Windows software packages including: MSOffice, Crystal Reports, Adobe Photoshop, IDWorks (IDCentre), Vianet (WebID) and Episuite
- Installed and repaired hospital embossers, metal plate embossers, Datacard, Fargo and Eltron photo identification printers, controlled access, image capture, and biometric packages
- Provided national help desk technical phone support, remote personal computer assistance, and training

INTERNATIONAL ONSITE SOFTWARE SENIOR TRAINER AND FIELD SERVICE TECHNICIAN

MATRIX SYSTEMS INC from October 1997 to September 1999

- Performed international onsite hardware and software installations, technical service, preventive maintenance, and training for all the major hospitals, schools and airports in the United States with occasional travel to other countries
- Installed multiple photo identification printers, controlled access, image capture and biometric packages
- Installed, integrated and trained customized controlled access security solutions hardware and software
- Provided international help desk technical phone support, remote personal computer assistance and training

ERGONOMICS TECHNICIAN

GENERAL MOTORS - DELPHI CHASSIS from March 1995 to October 1997

- Designed, implemented and examined interactive ergonomic workshops and simulations using specialized work station fixtures, jigs, and timepieces for motion and time studies and human factors comparisons

COMPUTER NUMERICAL CONTROL (CNC) MACHINING TECHNICIAN

CAM MANUFACTURING from September 1994 to March 1995

- Installed, set-up manual and C.N.C. equipment using specialized jigs and networking software
- Created AutoCAD blue prints and performed quality inspections on high tolerance aircraft parts

NETWORK COMPUTER TECHNICIAN

GREENE COUNTY CAREER CENTER from March 1993 to September 1994

- Maintained over 850 networked computers and 8 servers including an AS 400 Mainframe
- Performed in-depth computer programming and debugging in Ladder Logic, Basic, Turbo Pascal, Forth and C++

Education, Awards and Recognitions

- 2009 Certified from Dell for Customer Handling Skills
- 2009 Certified from Dell Desktops and Laptops Hardware including Desktop - ATX V.1 Certification
- 2009 Certified from Dell for 7 additional portables including: Latitude: E5400, E5500, E6400 & ATG, E6500, Precision M2400, M4400, D630 XFR; Vostro A840, 1310, 1510;
- 2007 Certified from Impact Learning Systems for Customer-Focused Field Service and Support
- 2005 Certified from Datacard for Repair of Photo ID Printers SP35-75
- 2001 Certified from Datacard for Vianet & WebID
- 2000 Certified from Datacard for ICx Class
- 1997 Graduated Sinclair Community College with a 2nd Associate of Applied Science in Computer Integrated Manufacturing (GPA 3.5/4.0)
- 1997 Graduated Sinclair Community College with an Associate of Applied Science in Industrial Engineering Technology (GPA 3.5/4.0)
- 1995 Graduated Greene County Career Center specialized in Industrial Engineering Technology (Tech Prep 2+2+2 Transfer Program)
- 1995 Scored highest level possible on the ACT, Work Keys Test
- 1995 Graduated Xenia High School
- 1994 National silver winner, Society of Manufacturing Engineers Robotics Competition
- 1993 National gold winner, Vocational Industrial Clubs of America Robotics Work Cell Competition

References for Cliff Warren Payton

IDENTISYS INC www.identisys.com

7630 Commerce Way
Eden Prairie MN 55344

Contact: Owner: Mr. Mike Shields
(952) 294-1234

Contact: President: Mrs. Deb Ferril
(952) 294-1223

Contact: Service Manager: Mr. Scott Nordquist
(952) 294-1221

Contact: Regional Lead CE: Mr. Joe Ferguson
(513) 720-1759

MATRIX SYSTEMS INC www.matrixsys.com

7550 Paragon Road
Dayton OH 45475

Contact: Service Manager: Mr. Walter Helms
(513) 438-9033

GM - DELPHI

Advanced Integrated Manufacturing Center
444 West Third Street
Dayton OH 45402

Contact: Mr. Charlie Winarchick
(937) 512-2197