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## ROBERT L BALLOU

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### Experience

**Owner,  
Virtual Vertex — June 2001 - Present**

Create and host responsive websites for clients. Introduce marketing campaigns to clients for various media outlets to increase their ROI. Suggest and install current hardware or software to update their current workflow for increased production. Maintained on-site hardware and software for clients on a variety of platforms.

**Director of Marketing/IT Support,  
JP Jewelers; St. Charles IL — April 2002 - January 2016**

Maintained the store POS software and hardware under Windows 95 and Windows 8. Provided in-store and remote software support for in-store employees. Created monthly backups and hardware to ensure a 99% uptime during business hours. Compiled daily and monthly reports for current sales and special orders. Researched inventory discrepancies with a 98% resolution rate. Designed and created marketing campaigns for various media outlets using Adobe software Dreamweaver, Photoshop CC and Adobe Muse.

**Technical Support Specialist,  
Whittman-Hart/marchFirst; Chicago IL — 1997 - June 2001**

Provided Level 2 support to 9000+ users on various Operating Systems and Messaging Systems, including Windows 95, 98, NT, 2000, Lotus Notes and MS Exchange. Maintained the Support Center Info Source database. Provided technical support for global NEO, giving new employees the first impression of the corporate Support Center. Authored and created the Support Center Web Page with the use of Frontpage and Dreamweaver.

**Technical Support,  
Waste Management/Whittman-Hart; Oakbrook IL — 1997 - June 2001**

Provided Administration and Level 1 support of 8000+ users on Lotus Notes and Shiva Access. Maintained and administered the mail gateway for international users of MS Mail and CC Mail. Developed a technical manual for existing tech analysts in the support of Lotus Notes and Shiva Remote Access. Provided Microsoft Windows 95 and remote access support for users on corporate campus as well as remote location throughout the nation.

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**IS Coordinator,**

**DMR Group/Amdahl; Rosemont IL — 1995 - 1997**

Implemented a migration from Windows 3.11 to Windows 95. Administered Microsoft NT server for 200+ users over WAN. Implemented two 4.11 Novell servers for Pacific coast area. Provided Lotus Notes training for first time users. Maintained purchase orders and inventory for entire Midwest region. Migrated and supported users from Lotus Notes 3.x to 4.x.

**PC Specialist,**

**DMR Group/Amdahl; Rosemont IL — 1995 - 1997**

Provided support to a legacy email system based on proprietary mainframe. Implemented a migration from legacy email system to Lotus Notes 3.x. Audited and maintained inventory of hardware and software. Implemented PictureTel video conferencing system for connection to west coast headquarters. Maintained AT&T Definity telephony system for Midwest office.

**Inventory Control,**

**Foxmeyer Drug; Carol Stream IL — 1992 - 1995**

Provided configuration and support to an automatic product picking system for optimum performance. Supported users on Windows 3.11 and mainframe email system. Developed time tracking database through Microsoft Access for department

**Education / Certifications**

**Microsoft — 1999 - Addison IL**

MCP

**DeVry Institute of Technology — 1990-1995 - Addison IL**

**Bachelor of Science in Computer Information Systems**

**Oakland Community College — 1986-1988 - Farmington MI**

**Associate Degree in Business Management**

**Skills**

**OPERATING SYSTEMS:**

Windows XP, 7.x, 8.x, 10.x, NT, 95, 98, Mac OSX, Mac iOS

**LAN Technologies:**

10/100 Ethernet, Hubs, Routers, Remote Access, WiFi, Network Printing

**Software:**

MS-Office Suites, Mac OSX Suite, Internet Explorer, Lotus Notes, MS Outlook, Adobe Dreamweaver CC, Photoshop CC, Illustrator CC, Muse, AVG Antivirus,