



**Richard S.**  
Director, Field Support-Domestic/International

Richard began his career with [the company] in Jamaica, New York in February 1991 as a Field Services Technician, where he supported a wide variety of customers including airport personnel, travel agencies, and ticket and reservations offices. He installed and maintained workstations, servers, gateways, Local Area Networks (LANs), and various other hardware.

From June 1992 to March 1994, he served as a LAN Administrator, from which he deployed and maintained Novell and OS/2 LANs, as well as multiple operating systems and server and network platforms, including bridges, routers, and hubs.

For the remainder of 1994, Richard took on the position of Telecommunications Project Coordinator (TPC). He developed equipment cost estimates and completed the purchases for open projects and work orders. Later, Richard coordinated the projects with vendors, contractors, customers, and internal Information Technology departments.

Richard was promoted to Project Manager in December 1994 and for the next eight years, he held a variety of related positions. He was the responsible manager for providing 24X7 field support to 13 of the cities the company covers in the New York Field Services Region, and along with this position he supervised a large staff of employees and oversaw all planning, training, and budgets. Concurrent with his work in New York, he took on at least three temporary manager assignments in Dallas/Fort Worth, Cincinnati, and Atlanta at various times. In Atlanta, he coordinated and scheduled the deployment of 2,400 NT workstations at Atlanta facilities, involving the replacement of an entire network infrastructure, including servers, printers, peripherals, and cabling.

In September 2002, Richard was promoted to Director, Field Support-Campus, where he was responsible for supervising a staff of Managers and Field Technicians supporting the company's Atlanta offices. Two years later in October 2004, he was asked to take on the Director, Field Support-Domestic/International position. This position broadens his management responsibilities to company stations throughout the U.S. and overseas.