

**John Bilinski Jr.**  
**310 Gordon Parkway**  
**Syracuse, New York 13219**  
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**OBJECTIVE:**

Technical Education and Support. Professional installation and analysis for implementation within the business environment. A position requiring in-depth experience and proficiency in business development, customer support, general management and engineering.

**CAPSULE:**

- Over thirty years of full spectrum sales, general management, technical evaluation and development for design, function and implementation of computer systems and components for the purpose of effecting business productivity.
- Developed manufacturing procedures implementing the first commercial microcomputer systems and programmed early systems to produce quality controlled automated manufacturing processes.
- Launched new company as a computer dealer/distributor resulting in considerable exposure to networking, Intel based computer hardware, commercial software, and peripherals resulting in broad experience in business development, general management and business to business sales and marketing.
- Established and maintain multiple computer industry vendor contacts and relationships. Acquired thorough familiarity with current product offerings, operating systems, application and utility software packages from most computer systems and component manufacturers and software publishers.

**ACCOMPLISHMENTS:**

- Founded and acted as President and CEO of one of the first computer dealer/distributor corporations. Listed as number one in sales in the Albany New York Capital District Area "Business Review". Responsible for all phases of organization and operation.
- Personally applied computer systems at numerous small to medium sized businesses.
- Reseller/installer network authorizations for the first Novell local area networks.
- Private Pilot, Single Engine Land, 400+ hours as pilot in command.
- Dale Carnegie Institute Sales Training.

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**EXPERIENCE:**

Verizon Communications Syracuse, NY  
*FiOS Fiber Customer Support Analyst* 2007 – Present  
FiOS Residential and Business Telecomm Voice and Data Access Analysis and Support.  
Telephone support of the company's well known FiOS system services in telephone, internet and television products.

Sutherland Group Limited Syracuse, NY  
*Technical Telecomm Analysis Representative* 2003 – 2007  
Business-to-Business Telecomm Voice and Data Access Sales.  
Responded to Internet Web Site requests and cold called directed call lists to present business telecomm and other voice and high-speed data internet and VPN access solutions. Direct development of and access to worldwide communications VPN databases and applications. Participated in original program setup and implementation of methods of operation. Operated as an AT&T, SBC, Covad, XO Communications, and ITC Deltacom technical sales representative.

GE Corporate Information Systems Schenectady, NY  
*PC Support Specialist, Help Desk* 1996 – 2002  
Employed by a third-party contractor for General Electric Corporation. Assisted end users in installation, training and application support with Microsoft Windows, Office and GE custom developed applications. Maintained operating integrity of a complex multi-domain, multi-platform mainframe/PC network composed of hundreds of file servers, routers and gateways.

Construction Information Systems, Inc. Albany, NY  
*Technical Information Specialist/Application Support* 1995 - 1996  
Telephone sales and site support and installation of network and stand alone PC applications, concentrating on "Construction Manager" general accounting for the construction industry.

MCS Computerland Colonie, NY  
*Business/Technical AE* 1992 - 1993  
Computer network systems sales to various Fortune 100 engineering, technical and other Industries. Worked directly with international corporate technical specification and purchasing department persons to custom configure systems more powerful and beyond the capabilities of commonly available PC systems and components.

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**EXPERIENCE - continued:**

80 Microcomputer Services Inc. Schenectady, NY  
*President, Chief Executive Officer* 1978 - 1992  
Reported directly to stockholders. Held responsibility for all phases of organization and operations from purchasing through manufacturing. Directed employees to acquire, assemble and distribute microcomputer systems throughout the Northeast. Originated one of the first computer dealer establishments in Upstate New York. Obtained startup capital and attracted initial investors. Devised internal systems to accomplish accounting, purchasing and marketing. Cultivated organization through growth stages from small dealer to distributor. Attracted and maintained over 400 active dealer accounts. BETA testing sites for many internationally renowned manufacturers. Served as distributor liaison for dealer/manufacturer relations.

**EDUCATION:**

Cohoes High School Cohoes, NY  
*Graduated*

Microsoft MCP (Microsoft Certified Professional) Syracuse, NY  
*Coursework Completed August 2007 - Certification Pending*

Microsoft MCDST (Microsoft Certified Desktop Support Technician) Syracuse, NY  
*Coursework Completed August 2007 - Certification Pending*