

Tucker Allen Pearce
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Objectives

Business minded Information Technology professional with over ten years of experience, currently seeking a new company where I can utilize and strengthen my skills as well as become an integral part of a successful team.

Technical Skills

Proficient in: Windows NT/2000/XP/Vista, Mac OS X, HTML, ASP, Microsoft Office Applications, MS Visio, Adobe Captivate, Photoshop, Photoshop Lightroom, Dreamweaver, Breeze, Adobe Connect Professional, Adobe Presenter, Remedy / Magic Help Desk Software as well as a wide range of IT software applications. **Interests in:** Social networking including using Facebook, Twitter and other tools for networking, marketing and other business functions. **Experience with:** Business Objects - Web Intelligence XI, SQL, MS Active Directory, Wordpress, Garage Band, CSS and Adobe Illustrator.

Experience

Securian Financial Group, Saint Paul, MN.

Database Specialist - Securian Distribution 09/2008 - Present

- Gather and analyze data for reporting purposes to help facilitate payments, bonuses and other compensation for our field force of advisors.
- Develop, document and implement new processes to allow for better workflow within our department and the company as a whole.
- Involved in projects regarding various compensation systems in order to bring new products to our advisors and the public.

Carolinas Healthcare System \ Charlotte, NC, various positions (May 2001 – August 2008)

Assistant Director / Manager - Area Health Education Center (AHEC) 06/2007 – 08/2008

- Managed five employees in the following four disciplines; Adobe Connect Professional, Dental Education, Office of Regional Primary Care Education and Web.
- Completed a wide range of projects, which encompassed medical education and technology.
- Utilized Adobe Acrobat Connect Professional including conducting online meetings, developing online training and the overall marketing of the product within the healthcare system. Responsible for bringing continuing medical education (CME) online for physicians and other medical professionals.
- Worked with dental continuing education (CE) in coordination with the University of North Carolina at Chapel Hill School of Dentistry. Helped to implement fifteen plus dental programs per semester serving eight counties in central North Carolina.
- Other duties included overseeing the purchase and organization of Charlotte AHEC's IT infrastructure, meeting with North Carolinas AHEC CIO group on a monthly basis, assisting with the various IT needs of the department and working as a liaison with the Information Services Department at Carolinas HealthCare System.

Applications Specialist - Coordinator - Area Health Education Center (AHEC) 11/2006 - 06/2007

- Completed a wide range of IT based projects including the redesign of charlotteahec.org and managing web content for twelve residency programs within Carolinas HealthCare System.
- Created the framework for implementing Adobe Acrobat Connect Professional 6 in the third largest public healthcare company in the United States.
- Implemented wireless Internet in twelve medical students housing units.
- Worked as a technology liaison between Charlotte AHEC and Carolinas HealthCare Systems Information Services Department.

Project Manager / Systems Engineer - Information Services 01/2005 - 11/2006

- Managed IT related projects for a large-scale hospital, long term care facility, medical parks and other outlying medical offices. Projects were small to large scale in scale and included PC deployments, server purchases and upgrades, PDA deployments, telephone system installs and upgrades and wireless implementations.
- Supported clients, technicians and other members of Information Services to insure that client requests were filled accurately and in a timely manner.
- Trained new project managers to ensure successful leadership of programs and projects.

Technical Analyst - Information Services 05/2004 - 01/2005

- Responsible for the installation of software, hardware, telephones and other IS related devices.
- Worked on a number of large-scale projects one of which was deploying laptops to 40+ physicians at a large medical group with over six locations. Served as the main contact between the various clients and the senior project manager.

Applications Specialist, Summer Internship - Information Services 05/2002 - 08/2002

- Modified a previous testing application in order to create randomly generated test questions.
- Added NT authentication to the application.
- Application is used to test new employees and existing employees.

Applications Specialist, Summer CO-OP - Information Services 05/2001 - 08/2001

- Developed a database driven web based testing application using ASP with VBScript.
- Researched and tested new technologies for the company as well as checked for compatibility issues.

Western Carolina University, Cullowhee, NC.

Student Computer Support Technician - IT Services Department 09/2000 - 12/2003

- Worked with IT consultants and supporting staff to assist faculty, staff and students in solving software, hardware, and networking issues on both PC's and Macs.
- Performed maintenance and replacement of hardware and software on campus computers.
- Trouble-shooting issues were handled via the campus helpline as well as by making personal service calls to departments on campus.

Lab Technician - Lab Management Division 10/2000 - 11/2002

- Diagnosed and repaired computer and printer issues as they occurred in the computer labs.
- Handled installation of system software and helped troubleshoot system failures.

The Urban League of Onondaga County, Syracuse, NY.

Coordinator - Dove II Computer Center 01/1999 - 05/1999

- Coordinated the schedule for the computer center
- Maintained the hardware and software as well the LAN.
- Taught youth and adults how to use a variety of different software applications.

Education

Western Carolina University, Cullowhee, NC
BSBA - Majored in Business Computer Information Systems

Professional Training

Gateway Leadership Academy - 8 week management training 06/2007 - 08/2007
Leadership Development Institute 10/2007 and 02/2008
EQUIPT - Education, Quality Improvement, Practice Transformation 04/2008

IT Classes Completed

Visual Basic Programming, Linux, Professional Web Design, Networking I and II, ASP web development with VBScript and SQL, MS Access XP, Systems Analysis and Design, IT Security, Oracle 9i, Photoshop CS2 and Flash MX Level I and II.

References

References available upon request