ROBERT I. SHEPARD
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EMPLOYMENT:

2000-Present **Lifetouch National School Studios** *Photography Production Lab*
2016-Present *Digital Press Operator / Technician* Bloomington, MN 55135

- First level maintenance support for HP Digital Web Press in production setting.
- Operator of press when main operator not present.

2013-2016 *IT Support – Level 1* Bloomington, MN 55135

- PC hardware and technical equipment support throughout production lab.
- 1st Tier support for application and digital data issues in production environment.
- Use of FoxPro and DBVIS to correct data issues within various database tables.
- Check health status of servers and dependent systems in production lab.
- Investigate system/application issues and determine action to take when faults are found.

2010-2013 *Picture Day Kits Dept. (PDK)* Burnsville MN 55337

- Maintain laser copiers for high volume flyer printing.
- Repair and replace worn and failed components.

2006-2010 *Equipment and Systems Support* Eden Prairie, MN 55334

- Active role as part of a divisional support team with a focus on digital printers.
- Support of the photography production labs throughout North America. Troubleshooting over the phone. Helping to identify source of issues and shipping any needed parts.
- Travel to labs for equipment installations and provide training.
- Shipping and tracking equipment to and from different locations.
- Compiling error codes to help manufacturer address key issues experienced with the purchased equipment.
- Conductor of regular Conference Calls with labs on digital printer issues.
- Supporting R&D department with equipment builds and rewiring of existing equipment for addition of PLCs and bar code scanners.

2000-2006 *Machine Maintenance* Bloomington, MN 55135

- Maintain and build a variety of machines used in the production lab. Machines maintained included: optical and digital photographic printers, cutters, special application machines, automatic packaging equipment, laminators, hydraulic press, electronic and electrical aspects of high volume chemical processors. Machines built were used for: digitally capturing film images and special product applications.
- Helped to modify fabricated parts in a machine shop using band saw, drill press, belt sander, etc.

1993-1999 **Capitol Sales Company, Inc.** Eagan, MN 55121
Distributor to Retailers

- Operator of shipping manifest, maintained proper printer operation, packager, pulled and stocked product, stacked and loaded pallets onto trucks, customer assistance. Products included: electronics & accessories.

EDUCATION:

1997-1999 **NEI College of Technology (Dunwoody)** Columbia Heights, MN
Associate in Electronics Technology Degree
Certificate in LAN Technology & Administration
NEI Conrad Scholarship Recipient 3.8 GPA
Electronic theory complemented by hands-on lab coursework in:
Knowledge of computer language, DOS, DEBUG, Turbo Pascal, Tango, Windows ’95, and related software / Digital, microprocessors, computer systems, LAN technology / Basic electronics, devices, radio & video communications, industrial development / Knowledge of testing equipment: Oscilloscopes, Digital Multimeters, Variable Power Supplies.

Burnsville High School Burnsville, MN
High School Diploma Favorite subjects: Algebra, Geometry & History.

HOBBIES:

- Troubleshooting consumer products, reading up on technical advances, spending time with family, attending car shows, playing pool, golfing, fishing and watching Jeopardy.

References Available Upon Request