

Bob Retzer

Nevada Business License 135638

Computer & Network Repair

Professional Digital Photography & Videography

Web Hosting

11625 US Highway 50 West, Stagecoach, Nevada 89429-8415

www.bretzer.net bob@lacyjdalton.com

(775) 690-9894

Objective:

To contribute my skills to those requiring assistance, providing logical and effective results at the least cost to the client.

Qualifications:

Technical skills: 30 years IT experience in the following platforms:

Hardware/software/networking troubleshooting of Windows NT/9X/2000/XP/7, Citrix Metaframe, VPN, and software troubleshooting in common MS applications. Windows NT 4.0 Enterprise Tier 3 Administration; UNIX (Proprietary Shell Scripting, terminal, client & server configuration, thinnet laser and dot matrix printer configuration and backups); Windows 95/98/2000/XP Home or Pro workstation & server maintenance (TCP/IP troubleshooting, network printing setups, etc); Novell network troubleshooting; web design and maintenance.

Administrative skills: 26 years Personnel Management/Systems Analysis in United States Army (1967-1994), serving in increasingly responsible positions at various levels of command, to include Headquarters, Department of the Army level in Washington, DC.

Work History:

4/2007 to Present – Business Manager, Lacy J Dalton Productions LLC, 820 Cartwright Road, Virginia City Highlands, NV 89521

4/2007 to Present – Business Manager, Song Dog Records, 820 Cartwright Road, Virginia City Highlands, NV 89521

4/2006 to Present – Registered Agent, Lacy J Dalton's Let 'em Run Foundation, 820 Cartwright Road, Virginia City Highlands, NV 89521

3/2004 to Present - Owner, Bob Retzer Computer & Network Repair/Professional Photography, Stagecoach, NV

As a sole proprietor, I provide computer and network troubleshooting, as well as professional photography services & web hosting. Current sites that I have **designed** are:

www.lacyjdalton.com www.hdhorsemen.org

www.letemrun.com www.bretzer.net

www.digitalbob.net www.goodoldsongs.com

www.bgtcconstruction.com www.thechampions.biz

www.highdesertbarns.com www.wildhorseadventure.net

www.wildhorsepl.org

1/2003 to 5/2003 - Webmaster/Photographer/Clubs & Events Editor, MediaSource Publishing, Vista, CA

Providing web design, online subscription processing, Professional photography & editorial support for MazdaSport Magazine (previously Miata Magazine) & Cruiser Quarterly Magazine

9/2002 to 9/2002 - National Membership Director, Miata Owners Club (Mazda North America Operations), Irvine, CA

Initially selected as the National Membership Director, the club was discontinued a week later.

4/1999 to 9/2002 - Senior Support Engineer, Westaff Support Center, Walnut Creek, CA

Westaff has over 300 offices in 45 states and in 1999, my team converted all of them to a Citrix Metaframe WAN via 56K frame relay connections and subsequently maintained the clients, printers, routers, cabling and hubs. From May 01 to Sep 02, served as Remedy Software Application Administrator, having built & maintained the Win2K server, software updates & Oracle 8.1.7 database. Performed software troubleshooting, scripted the Graphical User Interfaces for users, nightly backups, network troubleshooting for 35 Support Center users, averaging 35,000 trouble tickets a year.

12/1998 to 3/1999 - System Analyst, Tier 3 Support, Pacific Bell, San Ramon, CA

Provided Tier 3 Help Desk support to over 450 Windows NT servers, supporting over 100,000 Southwestern Bell Corporation employees in a 7 state area throughout the U.S. Assisted two Help Desks in California and Missouri and all Technical Support Managers in resolution of trouble tickets that involved admin rights, print queue troubleshooting, trust relations, user assignment, workstation assignment, trace routing, share establishment, password resets, and other miscellaneous user problems. Utilizing Compaq Insight Manager, monitored the Enterprise servers and reported outages and advised responsible LAN technicians of maintenance requirements involving software and hardware.

2/1997 to 10/1998 - Manager, Information Systems Department, Plaza Motor Company, Creve Coeur, MO

Maintained network administration for 1 UNIX network (150 users); 2 AS/400 networks; 2 Windows NT 4.0 networks; 1 Novell network; a MITEL 200+ line telephone system with voicemail, and paging systems for 6 separate co-located showrooms; 4 auto manufacturer earth station satellite links; 6 computer controlled HVAC systems. Analyzed various systems and recommended appropriate upgrades. Maintained \$350,000 annual budget.

1996 to 2/1997 - Network Technician, Information Systems Technologies, Inc, Chesterfield, MO

General repair of PCs and troubleshooting of both PC and UNIX based medical office systems.

1/1995 to 8/1996 - Director, Service Department, Biomedical Systems Corp, Maryland Height, MO

Assembled, distributed and maintained PC based biomedical equipment utilized for EKG scanning. Maintained critical alert remote network used to monitor patient conditions in high-risk pregnancies.

2/1994 to 11/1998 - Owner, PC Help of St Louis, Inc, Ballwin, MO

President and sole operator of PC Help of St. Louis, Inc., a PC based sales (custom built PC's) and service (complete hardware and software troubleshooting) company (in business evenings and weekends) with annual revenues of \$30,000.

12/1967 to 3/1994 - Military Personnel Technician, Chief Warrant Officer Four (US Army Retired)

Community Club Manager, US Army Reserve Personnel Center, St Louis, MO – 6/93 – 12/93

Personnel Management Officer, US Army Reserve Personnel Center, St Louis, MO - 1992-6/93

Information Systems Officer / Chief-Officer Promotions, First United States Army, Ft Meade, MD - 1988-92

Computer Systems Analyst, Headquarters, Department of the Army, Washington DC - 1986-88

Personnel Officer, HQ, US Army Reserve, Europe, Frankfurt & Munich, GE - 1983-86

Staff Adjutant Technician & Chief, Evaluation Reports Branch, 91st Division HQ (Army Reserve), Fort Baker, Sausalito, CA - 1975-83

Enlisted service from 1967 through 1977, attaining the rank of Sergeant First Class, E-7.

Military awards and decorations: Meritorious Service Medal, 4th Award; Army Commendation Medal 3d Award; Army Achievement Medal 2d Award; Army Good Conduct Medal 2d Award; Army Reserve Components Achievement Medal; National Defense Service Medal 2d Award; Armed Forces Expeditionary Medal; Vietnam Service Medal; Army Service Ribbon; Overseas Service Ribbon; Army Reserve Components Overseas Training Ribbon 6th Award; Republic of Vietnam Campaign Medal; Valorous Unit Award; Meritorious Unit Commendation 2d Award; Republic of Vietnam Gallantry Cross Unit Citation w/Palm; Republic of Vietnam Civil Actions Unit Citation

Volunteer Work:

From 1992 to present, I have made contributions as the Newsletter Editor for the following organizations:

Gateway Miata Club, St. Louis (Also served as Treasurer) - 92-98

Gateway Z Car Club, St. Louis (Also served as Treasurer) - 92-98

Z Car Club Association, Irving, TX (Also maintained the database for the Global Z Car Club Directory) - 95-98

Delta Miata Club, Brentwood, CA (Co-Founder, served as Webmaster the first year and as the PR/Membership Director thereafter) 01/01-12/02

Clubs & Events Editor, **Miata Magazine**, Vista, CA – October 2002 - January 2003

In addition, I am a Moderator for www.roadster-chat.net, a Web Forum Board for over 900 roadster owners of all types.

Additional Information:

Photography sessions are shot with an 8 mega pixel DSC-828 Sony camera. I can also provide video recording with a Sony DCR-TRV38 for any event or occasion. For still photography sessions, digital files can be reviewed on a 17" LCD monitor on my laptop. In addition, if required, I can provide all photo files on a CD onsite. For video services, I can provide Video CDs that can be viewed on your TV or computer - your choice. I can edit videos to include credits, text overlays, audio overlays and special effects, i.e., fade in-out, etc.

I possess **extensive** computer hardware and access to the web via wifi broadband (high speed) to provide professional services for digital photography, video editing, color laser print jobs, web design and hosting and can entertain individual requests for other services as needed.