



Summary

IT industry computer diagnostics & repair, marketing, sales, web design, Internet SEO (search engine optimization) and branding. Technical writing, training, & field engineering. Selling & servicing Wintel, Mac, OEM & refurbished PCs via management of privately owned VAR (value-added reseller) business.

Independent Contract Instructor, as MCT taught thousands of clients in 70+ cities in the US, Alaska, Hawaii & Canada in hundreds of 2 to 3 day seminars on Basic and Advanced Troubleshooting of Computer Hardware, Software and Networking. (Student evaluations @ 99.7% approval rating).

In many successful contracts, performed technical Field Service Engineering with practical experience in troubleshooting and formulating corrective repair of technical issues, PC, Laptop, and LCD monitor plus copier and printer repair & some FCC tower telephony experience. Smart Phone & Mobile device aware.

Specialties

A+ Certification Hardware/Software

MCT (Microsoft Certified Trainer)

CCT+ (Certified Technical Trainer)

Certified Professional of the Chauncey Group

Experience

ComputerPro2000 (Computer Hardware industry)

June 2001 – December 2021 (20 + years)

Entrepreneurial Small Business Owner and Manager, Hardware/Software, VAR, Sales and Technical Repair, Marketing, Internet Web Site Development (HTML), POS, Network TCP/IP.

US Dept of Labor (Job Corps IT Instructor) & CompuMaster, Skill Path Seminars (Contract IT Trainer)

Information Technology and Services Industry Instructor

Sept 2014 – Jan 2015 & July 1999 – June 2001

Wrote lesson plans & presented technical training classes as CTT and earlier as MCT, taught clients and conducted classes of 55 maximum. Subjects included A+, PC & Mac Computer Use, Troubleshooting Computer Hardware & Software, Upgrading, Repair & Networking. Organized & delivered material clearly to attendees. Left both as MVP, eligible for re-hire & invited back.

Richard McFarland

IT Industry Computer Technology Expert



Education

DeVry University BS 2007, Major Technical Management , Minor Electrical & Electronics Engineering

BYU-Idaho AAS, Family Management & Economics

ITT Electronics Engineering Technology

Honors and Awards

Maintained "Deans List" status at DeVry University for 5 Quarters.

Awarded "Outstanding Student", humanities department, BYU Idaho.

Awarded 1st Place at ITT - State Wide Technical Science Fair Competition. [Note: I hold the unique distinction of being the only "1st Quarter Student" to ever win competing in the above ITT Open Category, which is a competition with all students in all categories, even beating all final quarter graduates, a record I'm told I still hold].

NCO at DOD test site. IT skills met organizational goals as a team member on WIMS, a multi-million dollar project & feasibility study on Implementation of Information Technology in the USAF. Graduated Summa Cum Laude in 1 Air Force Technical School & top of class in another.

Interests

Family, technology news, edge - technologies, sales marketing & growth, technical training & writing, local community news, US and World economics and politics.

Recommendation

“Richard is a resourceful, hard-working individual who applies creative principles to everyday problem-solving. He has the ability to stay focused and achieve long-range objectives... He is an honest and careful steward of the resources allocated to him and works to exceed his customers and clients expectations and to achieve their complete satisfaction. I recommend him unreservedly ...”

— Stuart Smith, Compliance Manager, Big West Oil, LLC, worked with Richard via ComputerPro2000

Groups / Associations: Airport IT Projects,  Federal IT Group,  iOS Developers

See or Contact Richard on Linked-In at: <https://www.linkedin.com/in/richardamcfarland>