

# Resume of **Paul Hockridge**

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## Objective

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To gain employment with a progressive organisation that will provide stability, challenge, growth potential, and the ability to utilise my varied skills.

## Education

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HIGH SCHOOL GRADUATE,

### PERSONAL DEVELOPMENT COURSES

*Attended Mission Community Skills Ctr. CNA/CNE Course (Have obtained CNA designation) Time Management, Effective Speaking*

### MANUFACTURERS COURSES

*Various Manufacturers both service and sales including, RICOH (including digital colour), SHARP, (including digital colour printer), MITA, IBM, TOSHIBA, OLIVETTI, PANASONIC, BROTHER, MOTOROLA, NOVATEL, OMNIFAX, NOVELL & NUMEROUS MICROSOFT.*

## Skills

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- Sales and Marketing principles and practices
- Supervisory, Management, Leadership, Team Building, Motivational, Financial, Budgeting
- Training, Facilitating
- Verbal and Communication
- Exemplary Customer Service, Public Relations, Interpersonal, Conflict Resolution
- Technical and Sales, Microsoft Software Advisor
- Extensive Computer Skills and Experience, including;
  - Hardware - Computers, Servers, Switches, UPS, Printers, Multi-Functional Devices
  - Software - Accounting, Databases, Microsoft including; Office, Server, Exchange & Active Directory
  - Network – Design, Implementation, Documentation, Protocols, Anti-Virus and Anti-Spam Software and Appliances, Firewalls, VPN, Security
  - Basic Web Page design & Maintenance.
- Have own Microsoft Small Business Server 2011 in house to maintain my skills. As well as maintaining a MS Subscription to obtain latest software releases.
- Adaptable, Fast Learner

## Personal, Interests and References

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- Past President Rotary Club of Mission Midday 2000 / 2001, and Charter (founding) member, currently Club Internet Communications Officer (CICO) & Presidential Advisor. Two-time Paul Harris Award Recipient.
- Past Chair and current member of the District of Mission Parks and Recreation Advisory Committee
- Past Board of Directors Mission Community Services
- Past Board of Directors Mission Community in Bloom
- Past President, Board of Directors, Mission Community Skills Centre
- Past President Mission District Historical Society & member of Mission Community Archives
- Past Director, Mission Regional Chamber of Commerce
- Past Board of Directors, University College of the Fraser Valley, Electronics Committee
- Photography, Travel, Golf, Hiking
- Computers and Internet
- Divorced, two grown children
- References; Available upon request.

## Experience

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### **SELF EMPLOYED (Part Time), - Mission, BC**

*Owner, March 1997 - Present*

Responsibilities;

- Complete running of a small business selling computers, networks, printers, faxes, copiers, and service of same.
- Currently under contract as IT Administrator at The Mission Community Skills Centre and under contract as Manager of Information Services for Mission District Historical Society among others. Specialising in Microsoft Small Business Servers & networks.
- Inventories of parts, supplies, machines, and accessories.
- Billing of all service and supplies. Working within budgetary constraints.
- Fielding customer concerns, questions, provide ongoing technical support and training.
- Equipment set-up and deliveries.
- Other duties as required.

Accomplishments;

- Installation & implementation of new network to facilitate the WorkBC program contract for the Mission Community Skills Centre.
  - Sold District of Mission 60 computer systems in the first year of business, and then again in 2001.
  - Installation and maintenance of various customer networks.
  - Implementation, design, and maintenance of company web-site, <http://www.aplusitsolutions.ca> as well as several others for customers.
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### **CARE - Mission, BC**

*Technical Coordinator, April 2007 – April 2011*

Responsibilities;

- Maintaining 25 Win XP Workstations as well as Microsoft Small Business Server, on a 4.5 hr day, 5 days per week. Working in conjunction with 4 other locations throughout BC.
- Providing Technical support to both Staff & Clients. Equipment set-up and deliveries.
- Inventories of parts, supplies, machines, and accessories. Working within budgetary constraints. Creating & following up on warranty returns.
- Other duties as required.

Accomplishments;

- Was first person hired for Mission 25 stn network & Abbotsford 55 stn network locations.
- Completed the acquisition & implementation of the Mission & Abbotsford CARE office networks in their entirety.

Reason for leaving;

- Government contract cutback and position was merged into the Abbotsford employee workload.
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### **IKON OFFICE SOLUTIONS - SURREY BRANCH (Formerly REID OFFICE PRODUCTS)**

*Service Manager, August 1991 - January 1997*

Responsibilities;

- Supervising technical and dispatch staff of 15
- Inventories of parts, supplies, machines, and accessories. Equipment set-up and deliveries
- Billing of all service and supplies. Working within budgetary constraints.
- Fielding customer concerns and questions
- Other duties as required

Accomplishments;

- Brought service department from virtually zero revenue to last years revenue of over \$10M
- Installation and maintenance of service, dispatch, and inventory computer system
- Implementation of various procedural policies
- Instrumental in providing a smooth transition from REID to IKON

Reason for leaving;

- Surrey branch was merged into Vancouver and position was eliminated