

Gene Huller

## Summary of Skills

- Provide courteous and thorough customer service and follow-up with a patient, tactful approach to diverse personalities.
- Supervised technicians in the US Air Force, including equipment work and input to management on performance reviews.
- Bridge gaps between technical and non-technical customers, both internal and external – at all levels of an organization.

## Professional Experience

Chester County Planning Commission, West Chester, PA Technical Services Supervisor Sep 2016 – Present

- Responsible for coordinating GIS and information technology projects, system updates and support, and staff activities and training.
- Balance technical, budgetary and communication skills in order best serve internal and external customers.

Chester County Planning Commission, West Chester, PA Technical Services Specialist Sep 2013 – Sep 2016

- Served as the focal point for all departmental computer and networking usage within a Windows environment.
- Researched, implemented and supported new software and online solutions – for web design, graphic design, GIS, and marketing.

Gene Huller's Computer and Web Services, Lancaster, PA Owner and Administrator Dec 2000 – Present

- Perform comprehensive hardware and software computer support services for Windows and Mac systems.
- Design CMS-based web sites using free CMS solutions, like WordPress, and design logos and graphics for the client websites.
- Create cohesive social media campaigns across various platforms managing services or handing off to clients.

American Telecast Products, West Chester, PA Desktop and Systems Support Apr 2004 – May 2011

- Managed transition from Great Plains accounting system to the SAP Business One business management system.
- Coordinated and facilitated subsequent major version upgrades of SAP and its related MS SQL Server database.
- Maintained all desktop and mobile support; performed social media management and linear video editing.

Chester County Department of Aging, West Chester, PA Care Manager Aug 2003 – Apr 2004

- Assessed, coordinated and performed ongoing care management for vulnerable aging clients and families.
- Met client needs over the phone, while working with third-party vendors, and/or by conducting in-home visits.

AstraZeneca Pharmaceuticals, Wilmington, DE Contracts Manager May 1998 – Dec 2000

- Helped to resolve system problems from one corporate merger and synthesized processes for a second merger.
- Solved customer contracting issues and disputes via phone, email and face-to-face communication.

United States Air Force, Andrews AFB, MD Communications Technician May 1994 – May 1998

- Setup a site-wide peer-to-peer Local Area Network (LAN) and performed Windows 95 desktop installations.
- Maintained government radios and related equipment used by the US President and dignitaries and supervised the work of those ranked lower than me and above me to ensure proper compliance while providing performance input to superiors.
- Managed a mixed-rank 20-person dormitory to include coordinating cleaning and maintenance and inspections.

## Education and Training

Bachelor's Degree - Bachelors of Sociology and English, double major, cum laude May 2003  
University of North Carolina at Greensboro

Associate's Degree – Associate of Applied Sciences in Electronic Systems Technology, GPA: 4.0 May 1998  
Community College of the Air Force

### Master's Courses:

- Project Management Essentials – Aspen University
- SQL Programming with Relational Database Design – Aspen University

### Additional Courses:

- Training the Trainer – US Air Force
- ArcGIS, Intro, Essentials, Performing Analysis, Sharing Content on the Web, and Python Geoprocessing Scripts – ESRI