

## **Donald J. Risavy, Jr.**

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### **SUMMARY**

Highly motivated and skilled paraprofessional since 1974 with a wide variety of detailed and proven, formal and informal, computer and communication related skills as a computer operator, college level computer skills instructor, computer hobbyist, emergency communications coordinator/dispatcher and dedicated amateur radio operator. Completed many state-of-the-art computer courses. Utilize a wide range of amateur radio equipment including equipment based on latest computer technologies. Experienced in web-page development and maintenance. Completed extensive formal and on-the-job training as an emergency communications system dispatcher and help-desk operator. Excellent working knowledge and skill-set of all essential computer and communications software such as:

- | Windows 95/98/2000/XP/DOS
- | Word and WordPerfect
- | Outlook and Outlook Express
- | Internet Explorer and Mail
- | News Readers
- | D base Plus
- | FTP / HTML
- | Telix
- | PcPlus
- | Netscape and Netscape Messenger
- | Lotus CC-Mail and Eudora E-mail
- | Dial up Networking and Settings

Extensive expertise and knowledge of adaptive computer systems, hardware and software utilized by the disabled and elderly population, including:

- | Voice Synthesizers
- | Screen Readers
- | Screen Enlargements
- | Braille Printers

### **EXPERIENCE**

October 20, 2004 – Present      **CENTER FOR INDEPENDENT LIVING OF NORTHWEST FLORIDA, INC.**  
**PEER COUNSELOR**      Pensacola, Florida

- | Assist people with disabilities in obtaining independence
- | Create, update and maintain new consumer service records utilizing Microsoft Access
- | Print and submit consumer service records for filing

December 2002 - March 2003      **NEW HORIZONS COMPUTER LEARNING CENTER**      Pensacola, Florida  
**EDUCATIONAL CONSULTANT**

- | Call prospective clients on the telephone and sell company services
- | Conduct tours for prospective clients
- | Register and schedule clients into computer courses

January 1997 - Present      **SELF-EMPLOYED**      Pensacola, Florida  
**COMPUTER SYSTEMS CONSULTANT**

- | Work with Visually impaired individuals to develop and Implement adaptive computer systems
- | Install and set up computer systems, maintaining and modifying systems' software and hardware as needed
- | Taught computer basics and applications for "The Voice of Print"— Pensacola based reading service for the blind, visually impaired and disabled
- | Designed, developed and maintained the "Voice of Print" Web page

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January 1999 - February 1999 **INDEPENDENCE FOR THE BLIND** Pensacola, Florida  
**ON-THE-JOB TRAINING--HELP DESK OPERATIONS**

- | Processed requests, including detailed information from callers on a multi-line phone system
- | Documented and filed all calls using the latest in adaptive computer technology
- | Transferred data to appropriate personnel

January 1994 - December 1998 **SELF-EMPLOYED--HOME BASED SALES** Pensacola, Florida  
**SALES REPRESENTATIVE**

- | Sold a variety of products for several different home-based sales companies such as: Amway Products, and Excel long distance Telephone services

January 1988 - December 1991 **PENSACOLA JUNIOR COLLEGE** Pensacola, Florida  
**ADJUNCT INSTRUCTOR**

- | Taught word processing, data base manipulation and other general entry-level computer technology courses at both the classroom and laboratory levels
- | Setup, installed, debugged and maintained computer equipment in the PJC Business Department computer laboratories

January 1986 - July 1986 **NAS Pensacola** Pensacola, Florida  
**DISPATCHER**

- | Dispatched routine and emergency radio communications for the military security police
- | Answered routine and emergency phone calls, assigned officers to those calls, utilized computers to keep detailed logs of all activities, issued and retrieved weapons

August 1983 - January 1984 **Florida School for the Deaf and Blind** St. Augustine, Florida  
**RECREATION INTERN**

- | Planned, scheduled and implemented recreational activities for the entire school population—including numerous field trips and on-campus events

## EDUCATION

**Certified - CompTIA A+ Professional**, New Horizons, Technical Education Center, Pensacola, Florida--June 2001

**Specialized Training - Network + and MS Exchange 2000**, New Horizons, Tech. Center,--June 2001

**Specialized Training - MS Windows 2000: Implementing and Administering, Designing Directory Services, Network and Operating System Essentials, Supporting Professional and Server, Designing a Secure Network, Supporting Network infrastructure**, New Horizons, Tech. Center--January 2001

**Specialized Training - Internet Operations**, *Independence for the Blind*, Pensacola, Florida--February 1999

**Certified - Radio Dispatcher**, *State of Florida, Manderfield Industrial Training Laboratory*--June 1985

**Bachelor of Science** *Florida State University*, Tallahassee, Florida, Leisure Services and Studies--December 1983

**Associate of Arts** *Brevard Community College*, Melbourne, Florida--June 1979

## AFFILIATIONS/LICENSES

FCC Third Class Radio Dispatch Operator License  
Amateur Radio Extra Class Operator License

Amateur Radio Emergency Service  
Amateur Radio Relay League