

Dwayne Culler

Education

Delaware County Community College

May 2020

- AS Degree in Interactive Multimedia Design
- Awards: National Honor Technical Society, Dec 2017; President's Honor List
- Certification: CompTIA Network+, TestOut Corporation May 2016

Professional Experience

Robert Half Technology (Temporary Staffing Agency), Computer Technician

June 2019

- Short-term one-day projects
- Assigns within the hospital to Re-configured computers to upgrade the operating system from windows 7 to windows 10

Epiq - 3rd party vendor

Cozen O'Connor, Customer Service/ Copy Production

November 2018 – Present

- Communicate with staff members (lawyers, paralegals, and legal assistants) via email to successfully increase work productivity.
- Hands-on experience to find creative ways to troubleshoot computer equipment and canon printer to continue the workflow.
- Using computers, complete contract forms, prepare change of address records and issue service discontinuance orders.

William Lea Tag – 3rd party vendor

Fox Rothschild Firm, Customer Service/ Office Service

September 2018 – November 2018

- Assistant lawyer, paralegal, and legal administrative assistant via phone, email, and in-person with reprographics
- Communicate and coordinate with internal departments
- Troubleshoot and resolve PC's, printers, and scanner issues and concerns

Insight Global (Temporary Staffing Agency)

Compucom, Computer Technician August 2018

- Short-term one-month project
- Re-configured computers, iPhones, iPad for enterprise-level per the client's spec sheets
- Successfully achieved re-configured over hundred laptops and desktop per hour

Eastern Business Solution (Temporary Staffing Agency),

Great Valley School District, Desktop Support Technician Level 1

June 2018 – August 2018

- Successfully images and re-imaged five schools within three months of laptops and desktop.
- Troubleshoot network issue on iPads and PC devices
- Repair computer hardware, peripherals
- Manage Active directory

The Reliable Companies, 3rd party vendor

Production/Project Manager

July 2009 – June 2018

- Oversee and help to developed employees' skills
- Maintain and good relationship between client and customer while meeting hard deadlines while communicating with the client's needs
- Managed projects in need of critical focus and attention by creating logs, speaking directly with our clients via telephone, emails and/or meetings
- Troubleshoot and solve issues regarding programs and procedures

Reprographic technician

July 2007 – June 2009

- Scanning documents, converting files to a different format to be transferred onto digital media devices (Flash Drive, CD, Blu-Ray, DVD, Hard Drive)
- Scanned documents electronically into LAW PreDiscovery (Law Access Ware)
- Using a different variety of binding station (GBC, Velo, and Coil)
- Print and copy service which include oversized Architectural Drawings

Technical Skills

- Proficient in HTML 5 and CSS 3
- Microsoft Office 360
- Windows 7/ 10
- Creative Suite (Photoshop, Premiere Pro, Dreamweaver, Audition)
- L.A.W. PreDiscover
- Basic Networking
- Wireframe Mock-Up software (Gravit Designer, Marvel App)