

Regional Field Technician Regional Field Technician Regional Field Technician - Getronics / Pomeroy IT Solutions, Inc Kalamazoo, MI Authorized to work in the US for any employer Work Experience Regional Field Technician Pomeroy IT Solutions, Inc - Hebron, KY June 2016 to Present

Expedite onsite service requests for Getronics/Pomeroy customers in SW Michigan Perform certified PC, printer & component repair & replacement IT Contractor Kellogg's, InSight Global, SmartSource, Robert Half, PAR - Mason, MI January 2015 to Present Mason, MI), Barbeau Enterprises 1/2015 - present IT Contractor Contractor for 1 hour to 2 month+ IT service staffing; repair & support Completed work on new projects, with new personnel, quickly & successfully IT Instructor Corinthian Colleges, Inc - Kalamazoo, MI May 2014 to December 2014 Trained 14 students pursuing Comp-TIA A+, N+, Server + & Security+ certification nightly Motivated & educated new and current IT career candidates Field Service Technician Worldwide TechServices, Inc - Tewksbury, MA April 2013 to September 2014 Resolved customer warranty issues on Dell, IBM, Lenovo, HP, Mac & other desktops, laptops & printers Calls dispatched from WWTS daily; customer contact, local onsite repair, follow up Financial Analyst Self Employed - Kalamazoo, MI 2005 to 2013 Interpret real-time and recurring events on company/industry performance and stock price. IT System Security Specialist Saginaw Chippewa Indian Tribe - Mount Pleasant, MI 1997 to 2005 * Provided technical support of tribal government, legal, health clinic, and hotel/casino IT systems. * Designed, implemented, installed and upgraded various network configurations.

OTHER NOTABLE EXPERIENCE Computer Sales Representative, CompuAdd Computer Corp., Grand Rapids, MI; supervised customer service representatives and technicians to further sales efforts. Sold \$5M of product in 24 months. Manager, Bell Distributing, Traverse City, MI; managed 9 employees in all aspects of this A/V rental company. Media Center Director, Alma College, Alma, MI; consulted with faculty & students on classroom technology delivery. Education Associates in Electronic Engineering ITT Technical Institute - Grand Rapids, MI November 2014 Bachelor of Science in Business Administration Central Michigan University - Mount Pleasant, MI Skills CUSTOMER SERVICE (10+ years), Microsoft Office (10+ years), RETAIL SALES (3 years), TECHNICAL SUPPORT (10+ years), HELP DESK (Less than 1 year), Training (Less than 1 year),

maintenance (5 years), Microsoft Word (10+ years) Certifications/Licenses CompTIA A+ November 2017 Additional Information AREAS OF EXPERTISE * Technical Support /Troubleshooting * On Site Customer Service & Support * Help Desk / L1, 2, 3+ Mgmt * Cross-functional Team Leadership * HIPAA Certification

Name: Charles Moore

Email: zflores@example.com

Phone: 215.385.6319x5434