Arthur C. Hummler JR.

2142 Chestnut Street

Baldwin, NY 11510

Phone: (516) 665-8472 or (718) 838-4337

E-mail phillysuperbowl@gmail.com

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| **Professional Experience** |

Cablevision TSG                                                           Melville, New York

Optimum Voice Escalations Group

Technical Support Representative

* Provided technical support to assist consumers with internet and digital phone communication problems;
* Interacted with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
* Trained fellow technicians and new hires to improve skills and maximize services provided; and
* Identified and escalated priority issues based on client specifications.

Metropolitan Roof System, Inc.                                    Holbrook, New York

*Assistant to the President / Office Manager*

* Assisted in commercial job sales by providing potential customers with computer estimating costs, bid proposals, insurance requirements and job submittals;
* Generated sales leads;
* Utilized payroll QuickBooks; and
* Composed, edited and managed high volumes of written correspondence for the President, Vice President, Collections Supervisor and Salesmen.

Investec Ernst & Company Long Island, New York

*Account Executive*

* Opened and serviced accounts for private client groups;
* Managed risk tolerant capital in all sectors of market; and
* Trained staff to conduct cold calls.

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| **Education** |
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University of North Carolina Greensboro, North Carolina

*Bachelor of Science*, 1995

Economics

**Professional Certifications**

* A+
* Network +
* Microsoft Certified Desktop Support Technician (MCDST)