

## David V. Upton

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### Objective

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To work in a dynamic and challenging environment that effectively employs and expands my skill sets, and to contribute my potential to the growth of business with extraordinary performance.

### Education

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#### Associates Degree in Business Administration

May 2011

Holyoke Community College, *Holyoke, MA*

Palmer High School, *Palmer, MA*

June 2001

### Software Proficiency

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AS400

Intellichief

IBM SPSS Showcase

Telemagic

Microsoft Office 2003, 2007

Windows 7, Vista, XP, 98

### Relevant Work Experience

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#### Co-owner – Ingenu LLC

March 2011 - present

- Created an Android hardware development company from the ground up alongside a personal friend and now business partner
- Organized the development of a unique product, first of its kind on the market which is revolutionary in the mobile gaming industry
- Managed the flow of components from wholesalers to our manufacturer, as well as the logistics of sending the finished product to our customers
- Marketed our product through the Android fan community, utilizing social media outlets such as blogs, Twitter, Facebook and our own website

#### Order Entry Clerk – Law Enforcement Distributor Sales

June 2006 – present

Smith & Wesson, *Springfield, MA*

- Managed the Law Enforcement Dealer and Distributor network for the entire United States
- Traveled bi-annually to attend our largest sporting goods-buying group to enter orders direct to our system
- Created and implemented several order processing upgrades, increasing data distribution to sales representatives and customers
- Trained order entry team in Intellichief Data-management Software for digital paper filing / paperless system.
- Filed paperwork and various tasks related to order entry procedures
- Maintained proper records and procedures concurrent with Sarbanes Oxley standards; prepared data for retrieval during audits
- Prepared, maintained and distributed daily sales reports to sales representatives and supervisors

**Managing Agent and Operator, Customer Service**

2002 – 2006

Massachusetts Relay Service, *Holyoke, MA*

- Managed operators on duty, was responsible for maintaining call level percentages
- Processed phone calls for the deaf and hard of hearing.
- Responded to phone calls, emails, letters from the customer service department
- Maintained a typing speed of 135 words per minute
- Trained extensively for professional situations of crisis and sensitivity