

## PART-TIME, WEB MASTER ,TECHNICAL SUPPORT

### Summary

Seeking a responsible position in Studio Production, Retail or Technical Support P/T or F/T entry level, where contributions are appreciated and rewarded. Overview: Motivated resourceful individual who combines a strong personal work ethic with principles of environment. Experience in administrative function and business administration skills includes identifying and solving problems.

### Highlights

- IBM AS/400 Mid-Rang 9404-D10, Compaq i7 PS,
- IBM PS/Value Point, Hewlett Packard Laser Printers, Lexmark printers,
- Pentium i7 systems, Servers.
- Software:
- IBM MVS JCL/JES2 statements, MVS Utility
- Programs, JES2 Operator Commands, TSO/ISPF/PDF, VSAM IDCAMS Utility,
- AS/400 User Profiles, Work and Object Management, AS/400,Control
- Language, DOS 6.2, Advanced DOS 6.Utilities, Windows XP, Vista, Windows 7,8,10
- Word 2000-10, Access 7.0,Excel 7.0,Power Point 7.0, Novell
- Netware 3.12, LAN/USER
- Management Windows NT 4.0, and Html Concepts: Data Processing Concepts
- and Procedures, MVS/JCL Multiuse Job Stream, Input and Output
- Processing, Major LAN Components, Common Network Topologies, Logging
- Scripts, DrivePointer, Trustee Assignments, Netware/Utilities, Command
- Language Utilities, AS/400 Batch and Interactive Job processing.
- Commands and Programming, Utilities SEU, PDM, DFU, Query/400.
- software and hardware, develop help desk/technical support skills,
- perform diagnostics to determine software and/or hardware failure,
- Systems upgrade, Systems Configuration and Manufacturing.

### Accomplishments

#### Competitive Analysis

- Performed competitive analysis to make recommendations for future company growth.

#### Creative Problem Solving:

- Resolved product issue through consumer testing.

#### Supervision

- Supervised team of three staff members.

Strategized ways to leverage various communication channels including browser, mobile, tablet, and others.

Improved user productivity, discoverability and simplicity through UI redesigns.

### Experience

Part-time, Web master ,Technical Support 01/2002 to Current Advance Auto Parts Fall River , MA

- Installations,Windows, Apple and Android operating systems, BlackBerry.
- Systems upgrade and troubleshooting.
- Designed and created weekly email campaigns that increased revenue by [Number]% for website properties.Presented pros and cons of various design approaches to design teams and management.
- Drove the alignment of business requirements, user-centered design methodology and technology factors to create successful UI/UX designs.

Seasonal retail sales Men's Department 11/2003 to 01/2004 Bloomingdale's City , STATE

- Helped customers select products that best fit their personal needs.
- department, display designer, and inventory control.
- Kept the showroom clean and maintained neat, orderly product displays. Completed floor replenishment to guarantee size availability and promote customer satisfaction. Processed all sales transactions accurately and in a timely fashion.

Exceeded Bloomingdale's charge card sign up goals 5 customers in two weeks.

Seasonal Retail sales Men's department 11/2002 to 01/2003 Barneys Warehouse City , STATE

Helped customers select products that best fit their personal needs.Consulted with customers on the latest styles and trends.Balanced the needs of multiple customers simultaneously in a fast-paced retail environment.

Women's Department store: Retail Sales assistant manger 03/2002 to 01/2003 De Janeiro Stores City , STATE

- Opened and closed the store, which included counting cash drawers and making bank deposits.
- Informed customers about all product lines and services offered by the company.
- Maintained visually appealing and effective displays for the entire store.
- Women department : job assignments were customer service, display designer, and inventory control. Balanced the needs of multiple customers simultaneously in a fast-paced retail environment.
- 212-943-9019, 212-346-9048 (fax),

A+ Technical Support (Contract job for I.B.M) 04/1999 to 12/2001 E & B Associates Inc City , STATE

- Technical Support, Servers Installations: Job assignments: Systems.
- Installations, Systems upgrade and troubleshooting Offered direction and gave constructive feedback to motivate team members. Unloaded trucks, stocked shelves and carried merchandise out on the floor for customers.

Retail Sales 05/1994 to 12/1996 Daffy's 3 East 18th Street, New York, NY City , STATE

- Helped customers select products that best fit their personal needs.
- Educated customers on product and service offerings.
- Offered exceptional customer service to differentiate and promote the company brand.
- Consulted with customers on the latest styles and trends. Kept the showroom clean and maintained neat, orderly product displays.

Education

Diploma : Tech support 1998 The Chubb Institute City , State , USA

Coursework in Operating Systems and System Programming

Coursework in Computer Structure and Algorithms Coursework in Computer Architecture and Programming on Parallel Architectures

Certificate in Computer Networking

Skills

Access 7.0, Apple, Arts, AS/400, IBM AS/400, Compaq, Hardware, client, customer service, Data Processing, DOS 6, DOS 6.2, editing, fax, Film, help desk, Hewlett Packard, Html, IBM, IBM 3090, IBM MVS, MVS, inventory control, JCL, JES2, LAN, Laser Printers, Lexmark printers, Lighting, Logging, Mainframe, Excel 7.0, Power Point 7.0, Windows 7, Windows, Windows NT 4.0, Windows XP, Word 2000, Navigation, Network, Netware, Novell Netware 3.12, operating systems,

Software, PDF, PDM, Pentium IV, Camera, Printer, Programming, Retail Sales, Servers, Scripts, Sound, technical support, troubleshooting, TSO/ISPF, upgrade, Utilities, Video, VSAM, 486