Company

OBJECTIVE

To obtain a position within the computer industry that utilizes my technological experience.

PROFESSIONAL PROFILE

* Professional appearance and demeanor
* Ability to communicate effectively with individuals at all levels
* Sensitivity in handling confidential information
* Accuracy and attention to detail
* Strong organizational skills
* Ability to multi-task in fast-paced environment
* Commitment to superior customer service
* Skill at establishing rapport with others
* Ability to work independently or in team setting

PROFESSIONAL EXPERIENCE

### Database Systems

### , Pa.

**EOC Operator**

* Track all support work in a service desk ticketing system
* Put in place the necessary configurations to allow remote stations to be entered in

network operational database.

* Provide assistance to customers in insuring the set-up, activation and entering into

service of remote terminal equipment.

* Monitor the whole networks and single remotes status and performance.
* Regularly implement a number of procedures in order to continuously monitor system

and service performance.

* Interact with customers in the field via web interaction, email and voice communication.

### Dell

### Pa.

### Dell Brand Representative

* Demonstrating products.
* Helping customers understand features of software packages.
* Advising customers on care of purchased goods.
* Selling customer aftercare policies.
* Providing basic technical advice and solutions.
* Needs, analyze and consult for customers based on needs.
* Opening and Closing Kiosk
* Meeting monthly quota
* Supervise Temporary Employees
* Prepare weekly schedule

EDUCATION

**County Community College** 2004

Pa.

Associates Applied Communications of the Arts

SOFTWARE

* Sharepoint
* Microsoft XP Pro OS
* MS Office
* Pinnacle
* Support Center
* Client Portal
* Programming C ++
* Web page design
* Microsoft Office Advance

REFERENCES

Available upon request