

PATRICE WADE OWENS

wadep5307@gmail.com

20+ years combined experience in banking, finance, retail, leasing, energy management & security protection technical support, and administrative support.

EXPERIENCE

06/2011 – PRESENT

PROGRAMMER II, ADT, TYCO/JCI

Assist technicians with account creation, programming and confirmation calls while maintaining a meet or exceeds rating for Quality Assurance and maintaining a strong proficiency in Mastermind, Tyco Installation Portal, Compass and panel specific programming software.

11/2010 – 05/2011

PROGRAMMER, AEROTEK

Contracted employee to Tyco Integrated Security. Duties included creating & programming security alarm accounts & programming.

2007 – 2009

TECHNICAL SUPPORT, COMFORT SYSTEMS, USA

Provided remote energy management systems troubleshooting & diagnostics of lighting and HVAC, alarm monitoring & notification, schedule & set point changes, and dispatch of HVAC, electrical and refrigeration contractors nationwide (i.e. KMart, Petco, and Dick's Sporting Goods).

EDUCATION

MAY 2005

BACHELOR OF SCIENCE, INDIANA INSTITUTE OF TECHNOLOGY

Business Administration Degree with a concentration in Management Information Systems.

MARCH 2002

ASSOCIATE OF APPLIED SCIENCE, ITT

Computer Networking Systems Technology course work completion

SKILLS

- Microsoft Office products (Word, Excel, PowerPoint, Access, Publisher, and FrontPage)
- Data entry
- Mastermind
- Compass
- Remedy