



RO

RODERICK OLIVER

COMPUTER & INFORMATION TECHNOLOGY |
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DESIGNS.HTM](http://rodoliver.atwebpages.com/portfolio/projects/ro-designs.htm)

OBJECTIVE

Ambitious individual with nearly over 20 years of experience in the automotive field. Seven of the years were dedicated to Desktop and IT Support, working for a subsidiary of Michelin North America, who looking for an opportunity to leverage acquired skills in computer programming. A reliable worker looking to be member of a company's team as a dedicated and ambitious worker, helping the company achieve its goals, with the hopes of acquiring new skills along the way.

SKILLS

Skills consist of being proficient in Office applications such as Microsoft Word, Excel, Skype for Business, and Power Point. Excellent communication and customer service skills, basic knowledge and skills in internet programming, server-side programming, data communication, with a basic understanding of database administration.

EXPERIENCE

FORECAST ANALYST (B2C DEMAND PLANNER) • MICHELIN • JULY 1, 2018 – CURRENT

Key responsibilities include, tracking demand to actuals accuracy, through the use of metrics for specific KPIs. Responsibilities also require a monthly analysis of supply and demand constraints, as well as, an updating of the tactical forecast that sends a signal downstream to our plants to produce for the next 18 months. This requires leading multiple collaborative meetings with sales, marketing, and customers to ensure the forecast is align with sales, marketing, and customer's goals and ambitions.

TECHNICAL SUPPORT SPECIALIST II • TIRE CENTERS • OCTOBER 18, 2011 – JULY 2018

Key responsibilities include, leading a team of three technicians in Desktop Support and IT Support for our Field Service Center and over 150 locations across the nation. This includes, but is not limited to, computer setups and deployments, hardware and software repair, software and hardware installations, multifunctional printer setups and configurations, telephony support, and basic network support. The position requires excellent communication and customer service skills, the ability to work with a team, and a desire for continuous growth and development.

CUSTOMER SERVICE REP/ADMINISTRATIVE ASSISTANCE • TIRE CENTERS • APRIL 8, 2008 – OCTOBER 2011

Key responsibilities included providing excellent customer service to local and national account customers, by assisting them in making informed decisions about purchasing our products. Other duties included, making daily bank deposits, receiving and maintaining accurate inventory, performing quarterly inventory audits, processing orders and warranty claims, managing



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route logistics for all drivers, filing all necessary paperwork, and reconciling all books at the end of business.

ASSISTANT MANAGER • TIRE ENGINEERS • APRIL 8, 2003 – APRIL 2008

Key responsibilities included providing excellent customer service to local and national account customers, by assisting them in making informed decisions about purchasing our products and services. Other duties included, making daily bank deposits, receiving and maintaining accurate inventory, performing quarterly inventory audits, processing orders and warranty claims, managing all services performed by all technicians, filing all necessary paperwork, and reconciling all books at the end of business.

EDUCATION

BACHELOR OF TECHNOLOGY DEGREE • MAY 07, 2022 • CHARLESTON SOUTHERN UNIVERSITY

My degree is in Computer Technology with a concentration in Computer Programming. I graduate May 2022, with a projected 3.4 GPA, and is a member of the Phi Theta Kappa Honor Society.

ASSOCIATE DEGREE • DECEMBER 15, 2017 • GREENVILLE TECHNICAL COMMUNITY COLLEGE

My degree is in Computer Technology with a concentration in Computer Programming. I graduated with an honors degree, with a 3.8 GPA, and is a member of the Phi Theta Kappa Honor Society.



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ASSOCIATE DEGREE • TRANSFERED • JEFFERSON STATE COMMUNITY COLLEGE

My degree was in Computer Technology with a concentration in Computer Programming. I transferred from the school, after moving to work in a different state, with a 3.2 GPA. I received several academic accommodations and made the Dean's List.

VOLUNTEER EXPERIENCE OR LEADERSHIP

For several years I held the position of Youth Pastor at a local Non-Denominational Church in Birmingham, Al. I later held the position as a volunteer, before becoming a Youth Leader to 11th grade young men at a local church in Greenville, SC. For more than 5 years I worked as an Assistant Manager in retail Automotive Repair. I have also held the position of project lead in many school projects and assignments.



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