

Chaston Carter

Address 1320 Crique Way
Roswell, Ga, 30076

Phone (404)-510-2939

E-mail ichaston@icloud.com

My main objective is to obtain a career that will challenge me and allow me to use my education, skills and past experiences in a way that is mutually beneficial to me and my employer and for future growth and career advancement. I have strong customer service and effective communication skills, with analytical troubleshooting techniques. Strong passion for strengthening customer relationships, while resolving complex problems through engagement of analytical attributes, and teaching basics of computer hardware and software.

Experience

12-2018 - 04-2019	<div>Servi-form Software Technician</div> <div>Carton Craft Supply Inc</div> <div><ul style="list-style-type: none">•Handle Machine and Software installations on all ServiForm Machines•Troubleshoot and Diagnose Machines, and perform mechanical repairs on all die cutting machines.•Detect faulty operations, defective material and report those and any unusual situations to proper supervision.•Provide service and installation and technical support for steel rule bender/processing machines, miscellaneous laser machines, and other automated equipment•Serve as an overall support system for assigned service-related customer, Diagnosing customer issues with Serviform software and die cutting Machines, and providing solution to the client.</div>
08-2017 - 11-2018	<div>Technical Account Manager</div> <div>Rentcafe.com (Yardi Systems Inc.)</div> <div><ul style="list-style-type: none">• Research, analyze and resolve software issues on daily basis, to determine how we can improve Client facing website and other yardi products.• Test, and conduct quality assurance and validate for technical feasibility and product launch.• Implement Yardi suite of software products by assisting clients with system implementation, training, and technical support• Communicate with clients and internal teams to explain Yardi products and implementation schedules.• Create and Documentation for internal Knowledge Base• Work with the Program Management team to provide testing support during software development and product launches• Provide training, and technical support to clients via Remotely (Skype or GoToMeeting) and phone by duplicating the issue and finding a solution.• Implement client requested customization's , and functionality while delivering exceptional hands-on support to clients• Perform data mapping and software conversions on all Yardi Products.• Perform system and business process reviews and other service reviews and makes recommendations on best practices.</div>
06-2016 - 06-2017	<div>IT Specialist Internship</div> <div>Bright-Wave Email Marketing</div> <div><ul style="list-style-type: none">• Utilize Litmus Software to Test Emails on iPhone , iPad's, Gmail, and Outlook and other mobile Platforms• Assist team with building email campaigns designed to nurture and engage prospects while testing, reporting and optimization issues.• Manage direct mail lead generation programs, and troubleshooting email optimization issues.• Handle both static list email uploads, as well as dynamic list• Attend Weekly Educational meetings and conduct self-initiated research in order to maintain a full understanding</div>

- of the Marketing Automation Platform capabilities.
- Process email data, and file uploads, using Google spreadsheets , and Microsoft Excel.

08-2015 - 06-2016

Tech Camp Instructor Internship

Tennessee Chamber of Commerce

- Approach education with passion and excitement and build positive role model relationships with student
- Taught students (aged 10 years – 13 years) basics of computer software and hardware ie. Microsoft Word, Excel, PowerPoint, and Publisher;
- Evaluate student performances and design interventions and create a scalable system for continuous improvement.
- Collaborate with the staff to bring creative work to the camp
- Lead curriculum daily with themes varying by week
- Lead outdoor fun and games
- Supervise children at all times

Education

08-2012 - 07-2016

Lane College, Computer Science, BS

- Alumnus - Bachelor of Science in Computer Science Graduated with GPA: 3.0 on a 4.0 scale
- Relevant Coursework: Programming, Computer Networking, Software Engineering, Database Management Systems, Computer Graphics, Computer Organization and Architecture, and others
 - Member of Lane College Dean’s List (2012–2016)

08-2016 - present

Southern New Hampshire University , Information Technology , Masters

- Currently Enrolled Online - Maintaining GPA 3.8 on 4.0 Scale
- Part-Time Student

Skills

CRM, MS Office Suite Word, Excel, Outlook, Power-point	●●●●●
Google Docs, Google Drive, Google Analytics, Keynote	●●●●●
Customer service, Problem-solving, Time management, Leadership	●●●●●

Software

C++, CRM , SQL, MS Excel, GoToMeeting	●●●●●
iOS/ Windows Office 365, Windows 7 -10	●●●●●

References

- Mark Doxtador, Carton Crafts Supply Inc, CEO
Email: Mark@cartoncraftssupply.com
Cell: 770-329-1589
Phone: 770-475-0993
- Elisabeth Daniels , Yardi Systems Inc. Supervisor
Contact Number: (800)-866-1124 x6230
Email: elisabeth.daniels@yardi.com
- Shana Winbush, Yardi Systems Inc. Team Lead
Contact Number: (888)-455-4714 x6117
Email: Shana.Winbush@Yardi.com