RODNEY OWENS
(847) 912-8857
owens.rodney@att.net
https://www.linkedin.com/in/rodneyowens1

SUMMARY

Balanced, diverse and results oriented professional with 10+ years in technical support, customer service and sales. Exceptional customer service professional that's proficient at networking LAN and WAN configuration and maintenance, computer operating system installation and maintenance and computer software installation and maintenance. Exceptional communicator with a proven track record of exceeding sales and technical performance standards. Consistently conveys competence and concern to end users and customers. Strong ability to effectively multitask with well-developed people skills.

CORE COMPETENCIES

-Network support administration   -Installing hardware and software
-Troubleshooting proficiency   -Documentation & reporting
-Strong understanding of TCP/IP concepts -Effective problem solver

TECHNICAL CERTIFICATIONS/SKILLS

Certifications: Cisco CCNA, Cisco CCENT and CompTIA Network+ (In progress)
Operating Systems: Windows 7, Windows 8/10, Office 365 & Cisco IOS
Networks/Protocols: TCP/IP, VLAN configuration, Telnet, SSH, VPN, Ethernet, NAT, Frame Relay, EIGRP, OSPF, TCP, ACL, configure and install 2900/3700 switches and 2800 series routers
Software: Microsoft Office Suite – Word, Excel and Powerpoint. Adobe Suite, Web browsers – Chrome, Firefox and Internet Explorer and Virtualbox
Hardware: Printers, mobile phones and desktop computers

ACHIEVEMENTS:
- Managed $2MM+ Midwest region product line and increased profit 145% over business expectations
- Managed $500K client base and increased sales of accounts 135% over business objective
- Increased client base 5% annually 2011-2015 through cold calling, marketing plans and organic growth
- Increased conversion of sales leads to customers from less than 10% to over 20% in 2 year period through recommendation and implementation of a lead tracking software system

PROFESSIONAL EXPERIENCE

FreeGeek CHICAGO – Chicago, Illinois   2016

VOLUNTEER
- Personal computer repair and maintenance of Dell, HP, Lenovo and Gateway computer
- Hardware installation (hard drive, RAM, disk drives, etc.,) on Dell, HP, Lenovo and Gateway computers
- Personal computer install (Linux - Kubuntu & Xubuntu) on Dell, HP, Lenovo and Gateway computers

SUPERIOR GRAPHITE -Chicago, Illinois   2011 - 2015

SALES REPRESENTATIVE/NATIONAL ACCOUNT MGR
- Handled industrial lubricant product line (SLIP Plate) and industrial forging lubricants
- Oversaw and supported Fortune 500 companies Grainger, Fastenal and Balkamp/NAPA Auto Parts

- Handled technical support to client base of 200+ house accounts
- Qualified inbound customer leads for company and answered technical questions
- Trained client staff on lubricant products
- Assisted customer in troubleshooting and problem solving issues with industrial lubricants and carbon products
- Utilized company CRM tool to organize activities, manage pipeline and report progress

SUPERIOR GRAPHITE -Chicago, Illinois   2007 - 2011

INSIDE SALES REPRESENTATIVE

- Managed and provided technical support to 250 existing accounts ($1MM)
- Product expert that qualified inbound customers leads for company and answered technical questions.
- Proactively resolved customer service issues, including shipping, technical problems, and billing.
- Successfully utilized company CRM tool to organize activities, manage pipeline and report progress

MERKLE-KORFF INDUSTRIES - Elk Grove Village, Illinois   2002-2007

INSIDE SALES REPRESENTATIVE

- Prospected new business for sub-fractional gearmotor manufacturer.
- Qualified new customers, and transferred accounts to outside sales staff.
- Prepared quotes on custom designed products.
- Scheduled and expedited production orders. Worked with engineers to resolve quality issues
- Consistently met or exceeded quarterly goals.
- Managed distribution of $3 million in small business accounts.
- Enhanced knowledge of motors and custom designed products.

EDUCATION: **ALCORN STATE UNIVERSITY** Lorman, Mississippi
BS, Industrial Technology . Graduated with Honors

Information Technology Career Lab – Chicago, Illinois
Cisco Certified Network Associate Routing and Switching **(CCNA) 2016**

Information Technology Career Lab – Chicago, Illinois
Cisco Certified Entry Networking Technician **(CCENT) 2016**