

Arnold Alumnus

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PROFILE

- Eleven years of experience in the Information Technology field. Direct software and systems training and support for a network of 10 retail technology stores and all administrative offices.
- Possess an energetic, engaging, and effective training and presentation style.
- Experienced problem solver and trouble-shooter.
- Proven ability to design cost-effective systems for efficient organization of information.
- Demonstrated record of high customer satisfaction, as reported in quarterly feedback surveys.

PROFESSIONAL EXPERIENCE

Training

- Developed and presented an average of 15 classes monthly, in-person and via webinar platforms, for clients throughout the northeastern United States.
- Trained hundreds of individuals at all levels - executives, accountants, sales associates, technical support representatives - in computer literacy and software applications.
- Managed the design and implementation of customized hands-on classroom trainings and computer labs through consultation with department heads and store managers.

Systems Design and Implementation

- Designed multi-functional workstations for cost-effective use of hardware and scheduling multiple-user access. Increased employee productivity by 15% within 6 months.
- Designed a new inventory system for seven American Computers stores, reducing loss by 5% and improving the efficiency of information retrieval to facilitate monthly restocking orders.

Customer Service

- Managed the field-service maintenance program for all northeastern stores, including supervising a five-person team staffing a 24-hour support hotline.
- Transformed in-store customer service workflow model to more quickly process customer equipment repairs, with average repair time decreasing from 5 to 3 days.
- Successfully identified software problems in the initial service call 95% of the time.

WORK HISTORY

American Technology Company, Exton, PA

Director of Training, January 2008 – present

Sales Manager, August 2005 – January 2008

Customer Support Manager, June 2005 – January 2008

Service Manager, October 2004 – May 2005

Ajax Widgets, Philadelphia, PA

Phone Support Specialist, June 2001 – October 2004

EDUCATION

West Chester University of Pennsylvania, West Chester, PA

Bachelor of Science in Computer Science

Technical Certifications:

Certified Microsoft Network Administrator (CMNA)
Microsoft Certified Systems Administrator (MCSA)
Microsoft Certified Professional (MCP)