

ABOUT ME: A small summary of a diverse mix of customer service, sales, and technology is listed below. The advantages of my work history includes quickly adapting to many changing technologies, management styles and effectively handling customers in many online and offline instances.

Customer Service: waitress, movie ticket seller, grocery store seafood counter, catering weddings, and more, gas station attendant to name a few.

Sales: Provided computer services and my own rental home painting contracts.

Technology: Tier Level II Helpdesk, built/configured/troubleshoot/etc PCs/servers/networks etc.

EDUCATION:	CERTIFICATES / LICENSES:
Lorain County Community College, 6/1993	CompTIA A+ Certified CE, 5/17/2018-5/17/2021 - technical experience started in 1985
Associate of Applied Business in CIS: Computer Programming Emphasis	Certified Novell Administrator 4.11, 5/1998
Total Technical Institute, 6/1986	Microsoft Certified Systems Engineer NT 4.0, 12/1999
Applied Associates in Electronics Telecommunications and Robotics	Microsoft Exchange 5.5, 12/1999
Self-study software and online platform tools, utilities, and new technologies that provide easy access and training videos to learn more about how people use them. If it is for individuals to small businesses, and easily accessible online, then I study how people use them.	<ul style="list-style-type: none"> - Adobe product off and on since the 1990s - Active Adobe Creative Cloud Subscription - Canva – lots of tools are in this product as it continues to grow - Perplexity, ChatGPT, Gemini, CoPilot for website development and internet marketing research - various GNU licensed products - Wordpress and plugins however nowadays every plugin requires a subscription to work well - Intuit TurboTax and Quickbooks training and technical support experience - setting up work-from-home account to companies and using SSO login credentials for VPN logins to backoffice suite of products to do a job from home for the company - there are many other misc software or platforms I have worked with over 30+ years that might not be listed here

02/2022 – 04/2024

Delivered for Doordash, Instacart, and Uber

08/2021 – 11/2021

Supported customers on the Arise and Liveops platforms using Salesforce and other recent technologies

01/12/2020 – 04/17/2021

Amazon at CLE3 Euclid, OH

FC Associate - packer, vendor returns, counter, gift wrapper, and inductor in packing and shipping departments

11/22/2019 - 01/12/2020

Amazon at CLE5 Twinsburg, OH

FC Associate – scan and sort packages for delivery

09/26/2019 - 10/26/2019

Fieldworks

Political Campaign - Drove to various locations for a special political project in Cleveland Heights, OH

09/15/2009 - 03/06/2010

Minute Men

General Labor – packing, machine operator, catering, etc.

03/15/2007 - 04/30/2007

Westat

Technical Support/Customer Service – Provided support to a mobile company and closed sales on incoming calls.

09/18/2006 - 11/10/2006

Vicomp

Technical Support - Login online to support a major restaurant chain across the country

10/17/2005 - 11/08/2005

RAN Associates

Computer Technician - Setup computerized voting machines for 2005 general elections

03/16/2005 - 06/30/2005

Deployment Solutions

Computer Technician - Installed Cisco routers at various locations in Ohio and Kentucky

08/16/2004 - 09/30/2004

BEF

Computer Technician - Upgraded PC hardware at stores with photo labs in several states

6/03/2002 - 01/05/2004

Netdoc

Computer Technician - Virus cleanups and DSL installations including Cat5 wiring to the router

08/17/1998 - 05/24/2002

Unisys

Government Subcontractor doing Tier Level II Network Technical Support

Worked at the main location that monitored and worked with server technicians at each of the international wide area network locations

05/04/1998 - 08/14/1998

Austin Nichols Technical

Technical Support - supported 50+ users on Windows 95 clients/Windows NT 3.51 server network

11/17/1997 - 03/06/1998

Command Personnel

Computer Technican - Convert token ring to ethernet network on a major network

1989 to 1998

Diverse computer background including retail sales, data entry, college tutoring, servicing large order of PCs for a customer, and other various technical and customer service duties