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## QUALIFICATIONS SUMMARY

Versatile, analytical technology training professional with solid experience in delivering technology adult education programs, IT consulting, and project management. Strategic manager with the proven ability to successfully lead, train, and develop teams to design and implement highly effective and creative solutions. Recognized for the ability to translate business specifications and technical requirements. Excellent interpersonal communication and presentation skills. Able to solve problems and improve customer satisfaction, developing strategies and identifying resources with stakeholders. Additional skills in:

- ◆ IT Adult Education
- ◆ Evaluations
- ◆ Business Analysis
- ◆ Technology Consulting
- ◆ Customer Service
- ◆ Infrastructure Management
- ◆ Design & Quality Control
- ◆ Negotiation/Conflict Resolution
- ◆ Purchasing

## TECHNICAL PROFICIENCIES

- Software Skills:** Windows Vista, XP, 2003; Application Installation; Configuration & Support; Database Development; Website Management & Development.
- Networking Skills:** TCP/IP Networking; LAN/WAN; Client/Server Applications; UNIX; Windows NT/2003/2008 Network Servers Installation & Configuration; DHCP/DNS Administration; Helpdesk Support; Web Hosting; Web Servers; Network & Server Troubleshooting.
- Hardware Skills:** IBM Compatible/PC Configuration/Installation; Server Hardware Troubleshooting.

## PROFESSIONAL EXPERIENCE

A&B COMPUTERS INC, Ontario, Canada 1998-Present  
*A computers sales & services company, recommending and performing IT & infrastructure implementations.*

**Manager**

- Managed 4-7 staff and developed policies and procedures for the company; provided technical support to corporate and retail customers throughout Simcoe County.
- Spearheaded the start up and development of A&B Computers, growing the business from \$0 to \$4.5 million in revenue annually during a recession; sold the profitable business in 2008.
- Built the customer base as an internet provider and maintained accounts with public/private school boards, healthcare, and local government entities, generating up to \$400,000 a month in receivables.
- Started an Internet Service Division, growing the client base to 800 clients (Web Hosting, Email Servers, and Internet Access); sold the profitable client base after 10 years.
- Secured and managed major accounts, building strong relationships and implementing an exceptional customer service approach with Simcoe Muskoka Catholic District School Board, Penetang Mental Health Centre, CFB Borden, Government/Townships, Manufacturers, and others.
- Created and maintained a website for A&B, expanding the company's Internet presence and recognition.

## EDUCATION

RYERSON POLYTECHNICAL INSTITUTE

***Business Management Certificate***

- Business Ownership, Principles of Management, Personnel, Finance, Production, and Marketing.