

## TEST TECHNICIAN

**OBJECTIVE:** To obtain a position that will utilize my current and future computer skills while allowing me to learn and grow as a productive member of the organization.

**SPECIAL SKILLS:**

General: Typing 75 WPM, ability to work on own, ability to learn quickly, organizational skills.

Software: Windows NT, 95, 98 and 3.1, DOS, HTML, PERL, UNIX, Linux  
CorelDraw, TCP/IP, Adobe PhotoShop, Illustrator, Pagemaker, Freehand Quark XPress, C++, SQL, Front Page.

Hardware: Microtek, UMAX & Epson Scanners, IBM AT & PC,  
Macintosh Plus & Power PC, IBM Laser 4019, HP Lasers, IBM Proprint, Epson

### ACHIEVEMENTS:

February 26<sup>th</sup> 1998 – Wigglewham Certificate of Completion of XYZ Training  
February 1999 – Wigglewham Recognition of Outstanding Service Award  
FY '99 Q3 and Q4 Wigglewham's Service Roundtable

Built a successful business with only a \$2000 Student loan for the past 10 years and still maintain my first client to whom utilized my services.

Learned the Software required to create my own virtual website for my business in less than two weeks.

During the lean beginning years and after deciding to close business, worked for several temp agencies around town, and became known as the person they could send out on any job and their customer would be satisfied with my work performance.

### WORK EXPERIENCE:

March 2000 – Present  
Graphic Designer/Typesetter  
Printy-Pro  
Wimberdoodle, Pennsylvania  
Responsible for color separating customer's artwork; designing of logos; page layouts and design for press ready art. Website development and troubleshooting. Technical support for in-house computers, both Mac G3 & G4 and PC.

February 1998 – December 1999

Sr. XYZ Technician

Wigglewham Computer Corporation

Wimberdoodle, PA

Responsible for customer's satisfaction by effective resolution Wigglewham's major account customer's of computer related problems. Identified and recognized the CIH virus prior to the publication of it's existence in the United States. Ensure proper escalation procedures are followed. Perform assigned functions according to standardized policies and procedures. Analytical ability is required in order to resolve technical issues. Works on routine and semi-routine assignments requiring basic analytical ability to resolve routine to moderately complex technical issues. Normally receives little instruction on routine to moderately complex technical issues. Designed and created the logo for group's identification. Have received numerous accommodations from both customers and Wigglewham for identifying problems with systems that other technicians had not. Designed and maintained the group's website and the website for SelectCare services.

March 1989 – November 1999

Owner

Ingenious Abacus

Wimberdoodle, PA

Built 386, 486 and Pentium computers for business use; maintained, troubleshot and researched all systems, printers and other equipment necessary for the daily operations of business; installed and troubleshot all OS and software programs; creation and maintenance of virtual website; programmed web pages using HTML and PERL codes; creation of web forms and CGI-bin manipulations; creation of advertising design layout, graphic design and computer fonts via CorelDraw, LviewPro and Microtek scanner for clientele and business related uses; customized Quicken financial software, Personnel management of up to 3 employees; extensive word processing and database management for creating and management of clientele's wedding invitations using Onfile and WordPerfect 5.1; Sales; Office organization; Payroll; Bookkeeping; Customer Relations; etc

Aug 1998 – Dec 1998

Computer Illustrator

Brainiac University

Wimberdoodle, PA

Graphic design of Engineer's schematics and documentation for publication Technical writing adaptation, editing for the multiple required formats of technical publications

Dec 1996 - Feb 1998

Cohiba Staffing Services

Wimberdoodle, PA

Temporary service; worked in Law firms, as graphic designer and various other offices and positions.

Nov 1988 – March 1990

Rent-A-Geek Staffing

Wimberdoodle, PA

Temporary service.

**EDUCATION:** Wigglewam's Professional Course work (Computer architecture, MS SQL & NT Core)  
1998 – Present: Brainiac University – Pursuing CS BS Degree  
Wimberdoodle Community College  
1988-90 Raleigh Dole-Jackson Business College  
1984 Poorsville Sr. College  
1984 North Pine Sr. High School