HEBER J. GRANT

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SKILLS

Adaptive Learner	Analytical	Advanced Organization
Inquisitive	Detail Oriented	Multitask
Quick Learner	Mechanical Intuition	Decision Making
Self-motivated	Problem Solving	Team Player
	Honest	

COMPUTER SKILLS

BIOS	Local Area Networking	Quickbooks Pro
CMOS	AGP thru USB	Xactimate
MS-DOS	MS Office Professional	
Windows 3.x – ME		

EXPERIENCE

PC Technician
Computer Medix, Denver, CO   **2000 - Present**
   100% increase in previously limited service capability by uniting with owner
   Doubled revenue capacity by providing daily and on-call service to customers
   Operated all phases of business during nearly two week absence of owner
   Maintained excellent customer relations by providing exceptional customer service

Volunteer Computer Technician
Nonprofit Employment Center, Aurora, CO   **2000 -**
Present
   With no budget, maintained multiple donated 486/Pentium, DOS/Windows systems
   Improved computer performance by installing/upgrading operating systems
   Resolved conflicts and errors by downloading/installing system and program drivers
   Improved reliability by cleaning donated PCs/monitors/keyboards/mice/printers

IS Manager/Technician/Administrative Assistant
Northstar Fire and Water Restoration, Denver, CO   **1999 - 2000**
   Improved company performance by installing/maintaining a small business network
   Increased performance by installing/updating hardware and drivers
   Introduced the Internet and its capabilities to this business
   Provided computer equipment and software training to coworkers

PC Enthusiast   **1994 -**
Present
   Built on limited knowledge by utilizing available publications and acquaintances
   Became familiar with book procedures by practicing and improving upon them
   With a limited budget, maintained/upgraded various 386/486/Pentium systems
   Increased PC life expectancy by replacing/upgrading system hardware and drivers

EDUCATION

Troubleshooting, Upgrading and Maintaining PCs; CompuMaster