ROGER SMITH

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

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
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EDUCATION

Troubleshooting, Upgrading and Maintaining PCs; CompuMaster057