

Computer Science Representative

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Computer Customer Service Representative

Objective: To represent a computer management group, software designer, or consultant, analyze needs of prospective clients and recommend software packages and tailored programs that solve data processing problems.

Computer Knowledge: Hands-on knowledge of IBM digital systems, Unisys Commercial System, and Apple Macintosh.

Experience:
1990-present

COMPUTER CUSTOMER SERVICE REPRESENTATIVE Knightsbridge Management Group, Inc., Parr's Falls, Maryland

- ☒ Show presidents of universities and their systems analysts how to reduce operating costs by computerizing registration, grades, alumni records, printing labels, and payroll. Sell programs and services on the basis of these analyses and demonstrations.
- ☒ Assist designers and technicians in the implementation of new programs and supervise "walk-through" tests of newly installed systems.
- ☒ Orient all systems, technical support, and user groups to operation of newly installed systems. Demonstrate use of forms and edit forms to ensure clear keypunching and data processing.
- ☒ Survey university market for sales prospects.
- ☒ Schedule installations to ensure completed deadlines and deploy work of designers and technicians.
- ☒ Train new Knightsbridge personnel in the field and in group classrooms. (Have trained twelve new field employees to date.)

Education:
1986-1990

BACHELOR OF ARTS, Howard University, Washington, D.C.
Major: English, with 18 credits in business and 12 in computer science.

Interest: Operating my Apple IIc to solve problems of family and friends, and in personal experiments.

References: Full references will be furnished on request.