

# JAMES TURNER

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Baytown, Texas 77520

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## CAREER GOAL

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To obtain a position as a Computer Technician.

## QUALIFICATIONS SUMMARY

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- Demonstrated experience installing, maintaining, and troubleshooting PC hardware, operating systems, LAN equipment, and software applications.
- Hard working, self-motivated individual with effective customer relations, interpersonal, and time/project management skills.
- Quick learner; able to grasp new systems and software easily. Strong desire to expand computer knowledge and apply it to improving business performance.

## TECHNICAL PROFILE

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**Operating Systems:** Windows 95/98/NT

**Software:** MS Office (Word, Excel, Access, PowerPoint, Outlook), McAfee Anti-Virus

**Hardware:** Hard Drives, CD ROMs, Printers, Scanners, Fax/Modems

## EDUCATION

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Lee College, Baytown, Texas

12/20xx

**Associate Degree in Computer Maintenance Technology**

Graduated with Honors; GPA: 3.7/4.0

Coursework included:

Computer Systems Maintenance

Networking Technology

Troubleshooting

High Performance Work Teams

Computer Installation and Repair

## WORK EXPERIENCE

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Student Assistant - Lee College IT Department, Baytown, Texas

1/20xx - Present

- Installed, upgraded, and maintained computer hardware and software for college faculty and staff.
- Help desk functions included processing work orders and providing tech support by phone and in person. Accurately and successfully identified customer problems and offered solutions.
- Entrusted with confidential information.

Cashier - Wal-Mart, Baytown, Texas

5/20xx - 1/20xx

- Operated computerized cash register and handled average of \$3,000 daily.
- Awarded Excellence Award twice for exceptional customer service.

## ACTIVITIES & HONORS

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Treasurer - IT Student Association (ITSA)

20xx - Present

Phi Theta Kappa International Honor Society

20xx - 20xx