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Je'aime Henri Powell

Education	May 2004	Elizabeth City State University	Elizabeth City, NC

Bachelors of Science
§   Major of Computer Science
§   Minor of Airway Science

	June 1997	I.C. Norcom High School	Portsmouth, VA

Advanced Diploma
Math, Science, and Engineering Magnet Program

Professional Experience	2002- Present	Canon ITS	Chesapeake, VA

Senior Product Support Representative – Macintosh
§   Installs Printers, scanners, faxes, software, and multifunction devices on PC and Macintosh platforms over the telephone.
§   Conduct telephone technical support for Canon computers, software, printers, scanners, faxes, and multifunction devices.
§   Create and maintain cases using Peoplesoft© and Vantive© call center software.
§   Became the first product support Representative to reach senior level in less than four months.
§   Complete escalated cases from junior technicians.
§   Consistently maintains customer quality levels above 90%.

	2000 – 2002	Carolina Computers	Murfreesboro, NC

Store Manager / On-site Network Technician
§   Managed merchandise stocking and control.
§   Enhanced productivity and efficiency by implementing massive organizational procedures.
§   Surveyed customer locations, and suggested solutions to networking needs.
§   Rectified problematic user/business IBM-PC and Macintosh systems.
§   Conceived, implemented, and maintained a company website.
§   Liaison between customers and purchasing agent.
§   Designed and built custom computer systems dependant on customer/business needs.
§   Program Motorola, Nokia, and Kyocera cellular phones for customer needs.
§   Aid customers in wireless communication decisions.

	1995 – 2002	The DataBank	Norfolk, VA

Assistant Manager / On-site Network Technician
§   Enhanced productivity and efficiency by implementing massive organizational procedures.
§   Surveyed potential clientele for later proposed service(s).
§   Implemented clientele requested service.
§   Liaison between employees and owners.
§   Rectified problematic user/business IBM-PC systems.
§   Built custom computer systems for customers/businesses.

Skills Summary	1. Microsoft Windows Versions 3.0 through XP Pro
	2. Microsoft Server Versions NT through 2000 Advanced
	3. Microsoft Office Versions 3.1 through XP
	4. Corel Office Versions 7 through 2002
	5. WordPerfect Versions 5 Dos through 6 Windows
	6. Microsoft Visual Studio J++
	7. Turbo C/C++
	8. TI Basic
	9. HTML/DHTML
	10. Microsoft FrontPage
	11. Microsoft Personal Server
	12. Macromedia Dreamweaver
	13. Macromedia Flash / Flash MX
	14. Macromedia Authorware
	15. TCP/IP based Networks
	16. LINUX/UNIX (Mandrake, RedHat, Suse, FreeBSD, Solaris)
	17. Photoshop
	18. Printshop Deluxe Studio
	19. Photo Studio
	20. PageMaker
	21. Quark Express
	22. Domain based Networks
	23. Cat 5 Installation
	24. Video editing (Digital and Analog)
	25. Adobe Premiere
	26. Cakewalk Pro
	27. CueBase
	28. Mozart
	29. Norton Antivirus Corporate Servers
	30. High damage virus removal
	31. PC-Troubleshooting (PC and MAC)
	32. Purchasing
	33. Managing
	34. Human Resources
	35. Research
	36. Typing/Keyboarding (55 wpm)
	37. Desktop Publishing
	38. Mathematica
	39. Limited SQL
	40. Microsoft Access
	41. Microsoft Works
	42. MP3 burning and conversion
	43. Printer installation and trouble-shooting (Laser, Inkjet, and Network)
	44. Website Design
	45. Carpentry
	46. Phone Installation
	47. Internet Connection Sharing Administrator
	48. Videographer
	49. Landscaping and Design
	50. Macromedia Fireworks
	51. Cellular Phone sales
	52. Cellular (Analog and Digital) Phone Programming
	53. StarOffice
	54. Open Office

Extended Professional Explanation	**Store Manager / Level V Network Technician** Carolina Computers – Murfreesboro, NC 2000 – 2002 I began working at Carolina Computers (Elizabeth City) in 2000 as a part-time tech, and grew into the store manager of the number one ranked store, which is located in Murfreesboro, NC. In the beginning I mainly built and repaired IBM-PC compatible computer systems. Rarely did I venture out to on-site network jobs. In the second month of work I designed and implemented the company's first website. Within the next month I was promoted to store manager and company purchaser for the then three locations. In early 2001 I won a company wide award for the research and deployment of two new service / products. The products were live web-based security cameras and point-of-sale software / hardware. During this time I also began to quote, purchase, implement, and support entire windows 2000 server based networks. These networks included hardware, anti-virus, firewall, WAN (Wide-area Networks), VPN (Virtual Private Networks), Domain (Active Directory based), and shared-internet experiences. Mid 2001 I was promoted to Technician Manager and Regional Web Development manger at our newest store in Ahoskie, NC. In early 2002 I left the company briefly to pursue a different career path but soon returned to manage a new store in Murfreesboro, NC. During the first month of operation my stores sales ranked second in US Cellular history for new activations. This is an even greater accomplishment given the fact that there were only two employees in my store including myself. In the second month of operation my store ranked second in the country for over all sales. Finally in the third month my store has become number one in sales for our region and number one in sales for Carolina Computers. At my location I wore multiple hats due to the fact that I was not only the store manager, but also the only computer technician. One of the reasons I believe my store had done so well in such a small town, is because of the excellence customer service I made sure was up-held. My most recent accomplishment was the implementation of Ebay sales to liquidate older or un-sellable equipment and software. I have also created a web-based application, which calculated customer pro-rated minutes and initial bills. This application is currently under consideration for purchase by US Cellular Corporate. *Assistant Manager / Computer Technician Level IV* The Databank – Norfolk, VA 1995 - 2000 In 1995 I began work as an entry-level intern, and progressed to an assistant manager and a high level technician. In 1997 I implemented the company's first website including domain registration, production, design, and support. From this experience I was used as an outside sub-contractor for website development to other customer businesses. In 1997 I also began to design and implement customer networks including wiring, hardware, and software installation. I also became one of the few "new age" technicians to work as easily in Windows 3.x / DOS environments as in Windows 9x / NT environments. In 2000 I solely became an outside contractor during my college years. In 2002 I returned to the DataBank full-time to conceive and direct public LAN parties. During this time I also aided in the creation of the worlds number three ranked Tribes ® Meltdown Classic server. Though the parties were a great success, 911 layoffs pushed me to greater things. I started at the DataBank taking out the trash, and left (3 locations later), and advanced network technician with employee and store management experiences.