

Chris W Webster
3250 Tribblestone Lane Apt 302
Raleigh NC 27616

I am applying for a position through your company. Enclosed is my resume which will give you a brief overview of my qualifications. Having been employed by various organizations, I am very adaptable and over the past 15+ years I have handled numerous and diverse responsibilities including manufacturing, store clerk, assistant manager and driving positions. I am seeking a stable position with an organization while attending ECPI pursuing a Degree in Network Security. Upon graduation I would seek to continue with the company where I can grow and contribute to the success of my employer. I would appreciate the opportunity of a personal interview, at your convenience. Please call me at (919) 398-1159. Thank you, in advance, for your time and consideration in reviewing my qualifications and I look forward to meeting with you.

Thank you,

Chris Webster

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3250 Trimblestone Lane Apt 302 Raleigh NC 27616

Home: 919-398-1159

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Objective

To strengthen and apply Information and Technology skills built and acquired through work experience and the completion of my Associates degree, as well as completion of my Network+, CCNA, and A+ certifications. Accomplished professional with a diverse background experienced in leading, team building, customer service, conflict resolution. Produced high performance standards, while enhancing productivity and efficiency through targeted development, technical training and implementation. Detailed-oriented and resourceful in coordinating multiple teams and projects throughout a series of demanding positions. Managed, trained, synchronized and evaluated sections.

Experience

Total Out Source Systems, (Contractor for Philips/Avast) Raleigh, 07/2016 – Present

- Technical coordinator for all personnel in department to insure the correct team members are assigned to the correct projects/systems (programming, installation, design, etc.)
- Technical presentations for employees, customers, and vendors
- Technical training for employees, customers, and vendors
- Logistics to insure on time delivery & correct product
- Logistics through customs for special orders and ecommerce
- Technical application/configuration for all custom voice messaging, alerts, etc.
- Developed numerous production and statistical management applications of (i.e. field & in house demo trials and assist engineers to troubleshoot errors as well as changes for improvements) worked with manufacturers and engineering teams directly to insure accuracy of product/software
- Organizing promotions, working with shipping companies to reduce transportation costs and making advertising decisions through ecommerce
- Software development for new and existing system – programming – troubleshooting
- Stay up to date on all revisions as well as new software and product lines developed – attend training classes, webinars, etc.
- Technical Support
- Assist Customers in Troubleshooting PC
- Troubleshoot Philips Hue Bridge
- Philips Tech Support

Xerox, Cary, NC 06/2016 – 07/2017

- Customer Service
- Customer Account Lookup
- Billing [Collections – Receivables & Payables]
- RX Lookup
- Helping Resolve Customer Issues

Game Stop, Holly Springs, NC 05/2010-07/2017

- SGA (Senior Game Advisor)
- Senior customer service representative
- Sales associate
- Receiving shipping coordinator
- Back up management
- Bank deposits

Mohu, Raleigh, NC 8/2012-9/2014

- Leaf Antenna Manufacturing and Test
- Assembled (soldering required for RF grounding)
- Leaf HD antennas and cables as needed
- Assisted in the testing and packing of products when needed to meet ship schedules
- Dock Maintenance

Proficient in –

- Microsoft Office Suite software [Word; Excel; Outlook; Access; PowerPoint]
- Java Application
- Cloud Based Software
- ORCALE / SAP / ERP Software
- MS: Word, Outlook, Excel and PowerPoint
- Customer Service
- Critical Problem Solving
- Analytical Thinker

As well as the use of other database programs. Received numerous awards for leadership and proficiency.

COMMUNICATION

- Proven written and verbal communication skills to effectively interface with all levels of stockholders, management, staff and clientele.
- Strengthened cooperative information sharing between subcontractors and workers through negotiation and the indirect leadership of negotiation and indirect leadership of multiple teams, reduced duplication.
- Consolidated and analyzed pertinent information to generate

EDUCATION & CERTIFICATE/CERTIFICATIONS

ECPI University Raleigh, NC Graduated July 27, 2017

AS Computer Networking and Security

GPA=3.42