

Dave Jones

1234 4th S.W. Avenue
Portland, OR 97123
Residence: (503) 123-4567
Cell phone: (503) 234-5678
E-Mail: dave_jones@hotmail.org

Position: Software Quality Assurance Technician

Skills and Qualifications

Network Engineering

- Strengthened and streamlined departmental functions by assisting in the implementation of a new worldwide database application.
- Extensive experience in modeling, designing, developing, and implementing new database applications on a network.
- Skilled in project planning, team building, and communicating.
- Detailed experience with Office 2000 and XP applications, Oracle, Pseudocode, Warnier/ORR, Internet navigation and installation of software.
- Responsible for developing test plans, scripts, and manual testing of applications.
- Trained in Visual Basic, Unix and Access.

Training and Technical Support

- Managed database application, which included maintaining the database, finding and resolving application errors.
- Provided on-site technical support as super-user of new software.
- Gained extensive technical writing skills.
- Developed training manuals and trained employees on-site and in a classroom setting.

Business skills

- Three years management experience; hiring, training, and mediation.
- Excellent multitasking and troubleshooting skills.
- Extensive customer service and accounting experience.

Administration skills

- Screened and audited service maintenance contracts for billing and credit errors.
- Assisted Service Sales Administration with printing, distributing, resolving billing and credit issues, and filing contracts.
- Helped to strengthen and organize a new department within the company.
- Coordinated office administration and assisted with shipping.

Technical Employment

<u>Magneson Company, Inc</u>	Portland, OR	1999 to 2001
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Customer Service Representative
Converted Service Contracts Department to a new application. This included project planning and team building. Developed test plans and scripts for manual and automated testing of application. Worked with other departments in network testing. Developed training manuals and trained employees. Assigned to do on-site technical support of new software.

Other Employment History

<u>Threads</u>	Portland, OR	2001 to Present
Lead Sales		
<u>Shoes and More</u>	Tualatin, OR	1995 to 1999
Store Manager		
<u>Bank of Portland</u>	Gresham, OR	1993 to 1995
Senior Secretary		

Education

<u>Portland Community College</u>	Portland, OR	2001 to Present
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Earning an Associate of Applied Sciences Degree in Computer Information Systems