



# TERRENCE B.

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## QUALIFICATIONS SUMMARY

Versatile, analytical technology professional with solid experience in delivering technical solutions, office management, and project coordination. Strategic leader with the proven ability to successfully perform in a multi-functional role. Advance skills in designing and implementing highly effective and cost saving solutions. Excellent interpersonal communication and team work skills. Able to problem solve, develop strategies, improve customer satisfaction, and identify inefficiencies within system processes. Additional skills in:

- ◆ Project Management
- ◆ Customer Service
- ◆ Troubleshooting
- ◆ Negotiation
- ◆ Purchasing
- ◆ Data Entry
- ◆ Relationship Management
- ◆ Technology Integration
- ◆ Shipping/Receiving

## TECHNICAL EXPERTISE

- Software Skills:** Windows Vista, XP, 2003, OS; Windows 7; MAC OS; Microsoft Office; Canada Post EST; Application Installation; Configuration & Support; Database Development; Website Management & Development (HTML, CSS, Wordpress, Photoshop, SEO, Dreamweaver).
- Networking Skills:** TCP/IP Networking; LAN/WAN; Client/Server Applications; DHCP/DNS Administration; Helpdesk Support; Web Hosting; Web Servers; Network & Server Troubleshooting.
- Hardware Skills:** PC Configuration/Installation; Server Hardware Troubleshooting.
- Databases:** Configure and Compile; Writing Custom Formulas; Maintaining Over 20 Database While Employed; Client and Accounting Databases; Filemaker; SalesForce.

## SELECTED ACCOMPLISHMENTS

- Enhanced sales process by implementing improved technology resulting in faster shipping and a streamlined customer order processing system.
- Trained and assisted all employees in the utilization of various technologies in order to achieve organizational goals.
- Developed paperless online collaboration tool to reduce time between sale and delivery of products. Implemented system enabled the distribution and tracking of sales. Functioned as a data entry system for client database with message board, client issue logging, and accounting capabilities.

## PROFESSIONAL EXPERIENCE

CONSUMER CENTRE INCORPORATED, Ottawa, Ontario

1999-2012

*Specialists in government loan guides and business plan development*

***IT Manager/ Facilities Manager.***

- Managed shipping, client database, IT services, office administration, and purchasing.
- Introduced enhanced computer systems and technology.
- Troubleshot hardware and software as well as provided phone tech support to employees working remotely.
- Reduced shipping times and streamlined processing of customer orders.
- Deployed computers, growing infrastructure from 5 to over 60 computers, printers, and networked devices in both local and remote offices.
- Implemented first computer network and office cloud to integrate Toronto, Montreal, and remote office locations.
- Managed Ezine division over a 4 year period and company websites over a 3 year period.
- Maintained thousands of publication and membership services subscribers.
- Developed statistics for sales collateral, products, marketing and accounting.
- Utilized advance database skills in order to carry out the functions of Database Management as well Database Integrity.
- Managed & maintained network for all LAN/WAN clients and devices.
- Created custom graphics to enhance company branding initiatives.
- Corresponded with Canada Post to process all incoming and outgoing mail.
- Developed a tracking activity portal for all sales & customer service personnel.
- Managed all aspects of fulfillment for all Consumer Centre products and services.
- Created client invoices and online order processing interface for Canadian division through WebEx.
- Managed office payroll.
- Developed business relationships with supplies and vendors. Negotiated and purchased business supplies.
- Coordinated numerous office relocation projects.
- Organized new office network & modernized phone systems.
- Managed production of all printing projects. (Formatting, Accuracy, Details).
- Managed in-house assembly of all company products.

## EDUCATION

COMPUTECH, Ottawa, ON

***A+ Hardware and A+ Software, 1999***