

ARMAND J. AMAR

555 Juniper Way, Ojai, California 93023 — (805) 555-1212

wbresumes@lycos.com

CAREER PROFILE

- ◆ Computer Technician / Field Service Technician / Help Desk Technician
- ◆ Certification backed by pertinent industry experience
- ◆ Additional skills include the ability to manage multiple projects, to interface effectively with technical and lay staff, and to deliver excellent customer service.

TECHNICAL SKILLS SUMMARY

Successful completion of classroom projects and on-the-job training, including ground-up construction of PC's and local area network installation.

HARDWARE

Installation, Configuration and Upgrading
Diagnosing and Troubleshooting
Preventative Maintenance
Motherboards, Processors, Memory
Drives and Printers
Basic Networking
Fiber Optic & Cat5 Cabling Systems

SOFTWARE

MS Office, Outlook, Front Page
Norton Internet/Antivirus
BASIC for DOS
HTML

EDUCATION

- Technology Development Center, Ventura, California (WASC accredited) 6/2005
- ◆ Certified Computer Systems Technologist (A+ PC Technician) - 31 weeks
 - ◆ Office Information Systems, 50 semester hours with a 4.0 G.P.A.
- Moorpark College, Moorpark, California 6/2002
- ◆ A.S. Liberal Arts, Graduated with honors

CAREER HISTORY

Customer Engineering Technician (Part-Time) 2002 - Present
Tandon Technologies, Simi Valley, California

Customer service and field maintenance expert for a recognized leader in PC systems design. Installation, maintenance, repair, service, and inspection of electronic equipment such as motherboards, processors, controllers, hard-floppy-SCSI drives. Help desk responsibilities includes client training, real-time remote diagnostics, repair, and quality control.

- ◆ Customer feedback revealed 100% satisfaction in latest performance review.

**This résumé appears in the best-selling career book,
Best Résumés for College Students and New Grads
(©JIST / 2003 / Kursmark).**