

**Corliss Blackmon**  
1902 20<sup>th</sup> Avenue N.W  
Rochester, MN 55901  
612-913-2106  
[cjblackmon@yahoo.com](mailto:cjblackmon@yahoo.com)



## **Work Experience**

**03/17-Present**

### **Maple Manor**

Housekeeping - Using various cleaning chemicals and disinfectants routinely clean patient rooms, nursing units, wipe equipment and clean public restrooms, dining area and administrative offices

**10/2015-11/2015**

### **Personnel Resources**

#### **Kahler Hotel**

Housekeeping- Using various cleaning chemicals and disinfectants routinely cleaned guest rooms, bathrooms, dusted, replenished all bathroom items, vacuumed and removed trash.

**07/2015-10/2015**

#### **Aspire**

##### **Mayo Clinic**

**Rochester, MN**

Housekeeping - Using various cleaning chemicals and disinfectants routinely cleaned patient rooms, nursing units, wiped equipment and cleaned public restroom. Cleaned rooms after patient discharge.

**04/2013-04/2015**

##### **Rochester Ford**

**Rochester, MN**

Technical Support- Install and configure computer hardware operating systems and applications; Monitor and maintain computer systems; Talk staff through a series of actions, either face to face or over the telephone to help set up systems or resolve issues; Troubleshoot system and network problems and diagnose and solve hardware/software faults; Replace parts as required; Follow diagrams and written instructions to repair a fault or set up a system; Support the roll-out of new applications; Work on a task until completion (or referral to third parties, if appropriate); Prioritize and manage many open cases at one time for 3 dealerships; Install, uninstall and update software and hardware; Re-image and configure computers; Connect computers and printers to the network; Performs as liaison between employees and software providers.

**11/2012-04/2013**

##### **Manpower**

**Rochester, MN**

##### **Rochester Ford**

Technical Support-Install, uninstall and update software and hardware, re-image and configured computers and Thin Clients, connect computers and printers to the network, performs as liaison

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between employees and software providers.

**04/2012-08/2012**

**Manpower**

**Rochester, MN**

**Rochester Ford**

Technical Support-Installed, uninstalled and updated software and hardware, re-imaged and configured computers and Thin Clients, connected computers and printers to the network, acted as liaison between employees and software providers.

**10/2011-10/2011**

**Native Staffing**

**Rochester MN**

**Toys R Us**

Technical Support

Uninstalled and installed printers, printed menu and network settings, prepared un-installed printers for shipping.

**09/2011-10/2011**

**Go2It Group**

**Rochester MN**

**Old Navy**

Technical Support

Installed computers, register, card readers and software

**Golden Living Center**

Technical Support

Uninstalled and installed printers, prepared printers for shipping.

**Best Buy**

Technical Support

Removed and replaced memory for Point Of Sale registers.

**03/2011-3/2011**

**Kelly Services**

**Rochester MN**

**SNG**

Data Entry

Contacted individuals via telephone to perform surveys, entered data into computer.

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**10/2010-10/2010**

**Native Staffing/Hartford**

**Bloomington MN**

Technical Support-Assembled, uninstalled and installed printers

**4/2009-5/2009**

**Prostaff/Rust Consultant**

**Fairbault MN**

Data Entry-Listened to claimant information via telephone and entered data into database.

**Corestaff**

**Rochester MN**

**04/2008-4/2008**

**Kohl's**

**Rochester MN**

Technical Support

Assembled and configured Xerox 4510 printers, installed printers on network, provided support to end users.

**03/2008-03/2008**

**Federal Express**

Assembled HP Design Jet Z6100 printer, added printer to network, and installed printer software on computers.

**11/2005-06/2007**

**Otay Water District**

**San Diego CA**

*Data Entry Operator*

Prioritized and batched material for data entry, input data into Sequel Database, created and updated spreadsheets and processed and printed monthly backflow reports.

**11/2004-04/2005**

**Intuit**

**San Diego CA**

**E-File Help Desk Analyst**

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Provided technical support for customers filing income tax electronically, reset modems for various states, emailed customers to correct reported errors, and ran daily reports

**11/2002-06/2004**

**West Corporation/Earthlink**

**San Antonio TX**

Technical Support

Provided technical support for various devices including Sierra Wireless Modem Card, Blackberry wireless devices, Motorola T900, Goodlink devices and dial-up technical support. Provided customers with billing and fulfillment issues concerning devices, reconciled accounts and issued refunds and credits. Provided customer with information concerning products for wireless devices and other services. Sold products, set up services and activated devices.

**11/2001-04/2002 United States**

**Macon, GA**

**Post Office**

*Sorter*

Sorted Mail manually and automatically.

November 1999-April 2001

**Mayo Clinic**

Help Desk Specialist II

**Rochester, MN**

Took customer contact information and description of issues, resolved issues within seven minutes, escalated all issues using Arusers (Remedy). Supported medical applications; Mayo Integrated Systems, Clinical Notes and Browser, Orders, Pacs, Surgical List, List Viewer, Carevue, Qreads and PPI. Changed passwords using Enterprise Administrator, Sybase, UNIX, and Main Frame. Resolved hardware problems; Lexmark, Hewlett Packard, Tektronic and Okidata printers

**10/1998-06/1999**

**Draper and Kramer**

**Chicago IL**

PC Specialist

Provided phone and desk side support for Windows 3.1, 95, NT and Winframe Client(Citrix), Added and deleted users to LAN, via Netware Administrator, setup and configured users for Citrix Server and Outlook, created mailboxes, and restored passwords via MSMail Administrator, setup and configured computers, performed on-site visits if issue could not be resolved via phone. Changed user passwords, supported Ms Office applications and installed various software applications. Logged and followed up problem tickets using Access Help desk Database. Assisted in Y2K upgrade.

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**11/1996-10/1998**

**Sierra Systems**

**Chicago IL**

Schiff, Hardin, and Waite Law Firm

Help desk Analyst

Provided phone and desk side support for Windows 95 Docs Open and Word Perfect and installed various software applications.

**Ernst and Young**

Support Specialist

Provided phone and desk side support for Windows 95 Office 97 and Lotus Notes, used Image Master 1000 to configure and copy hard drives, installed various software applications and used Timbuktu for remote access.

**Chicago Board of Trade**

Support Specialist

Provided phone and desk side support for Windows 95, NT, Macs and Groupwise. Logged and followed-up problems using Support Magic Database.

**Lord, Bissell and Brooks Law Firm**

Helpdesk Analyst – Provided phone and desk side support for Windows 3.2, Dos 6.22, Word perfect 6.1 Lotus 123, GroupWise and Winasi for Windows and Dos

## **Education**

**01/2014-Present**

**Rochester Community**

**Rochester, MN**

**Technical College**

Course Studies: Medical Coding.

**6/1995-11/1996**

Computer Learning Center

**Chicago, IL**

Network Administrator

Novell Certified Network Administrator Certificate

Trained in Novell 3.12

Course Studies: Advanced DOS, Upgrading and repairing PCs, LAN 1 and LAN 2.

Computer Business Systems

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Trained in Microsoft Office Suite

Course Studies: Business Communications, DOS, Microsoft Access, Excel,  
PowerPoint, Desktop Publishing, WordPerfect and Integrated Applications.