



Fred Moore

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OBJECTIVE

To secure a career opportunity with a local, well-established organization where my professional talents, experience, and skills will prove me to be a valuable asset & an ideal addition to its existing staff.

SKILL SUMMARY

- Very Computer Literate with Strong Analytical & Reasoning Skills
- Proficient with Microsoft Operating Systems & Microsoft Office Software Applications
- Adept at Multi-Tasking & Execution of Efficient Time Management Skills Paying Strong Attention to Detail
- Possess Strong Organizational Skills and Communication Skills, and Have Polished Interpersonal Skills
- My Work Ethic is entrenched in maintaining a high standard of Professional Integrity.

PROFESSIONAL EXPERIENCE

Sunlight Supply, Inc.

Data Entry Specialist & RMA Technician

Aurora, CO 80011

December 28, 2015 – December 18, 2016

My duties & responsibilities included preparing Bills of lading for various transportation companies for shipping orders to customers, adhering to all required time-sensitive deadlines, processing will calls for daily customers, maintaining daily shipping logs, processing customer orders, preparing shipping labels for all outgoing pallets, prepared shipping invoices for local deliveries to customers throughout Colorado; as well as, performing many other duties on an as needed & necessary basis. I also inspected Returned Merchandise for credit Authorization for customers. I determined whether or not products were within warranty limits, tested & repaired products, communicated all of my resulting findings to each & every relative customer, prepared vendor returns, and ensured proper disposal of any & all damaged or defective products.

DynaTech PC (*Formally: DynaTech Computer Service*)

Proprietor Sr. Computer Technician & Consultant

Cedar Rapids, IA then transferred business to Denver, CO

March 29, 2010 - Present

DynaTech PC is one of Denver's most affordable & most reliable PC repair services. With more than 15 years of experience in the personal computer repair service industry; I offer a wide range of support services to small & medium size businesses; as well as to residential customers throughout the Denver metropolitan area. This is a business that I operate as its Sole-Proprietor and I am engaged in the sales, service, and maintenance of new, used, and refurbished personal computer systems. My responsibilities include overseeing complete system design & development, web design, Spyware/Malware/Trojan/and Virus removal, hardware & software installation, conducting performance upgrades and repairs, diagnostic testing and analysis, devising & implementing appropriate troubleshooting measures necessary to ensure I am supplying the best ongoing customer service and support possible in order to promote product quality & continued customer satisfaction.

EDUCATION

Kirkwood Community College, Cedar Rapids, IA

Information Technology Major

Primary Focus - Computer Repair & Maintenance

September 2003 – May 2006

Community College of Denver, Denver, CO

Information Technology Major

Paralegal Studies Minor

January 1992 – July 2000

Harold Washington College, Chicago, IL

Architectural Engineering Major

Business Law Minor

January 1981 – January 1984

PROFESSIONAL AFFILIATIONS & MEMBERSHIPS

- **LeaderQuest A+ Certification, Network+ Certification, and Security+ Certification**
- **Association of Computer Repair Business Owners Member**

- **Certified Veteran-Owned Small Businesses**
- **Member Microsoft Certified Partners Network & Registered Microsoft Refurbisher**