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<b>Dearl Sanders</b> (US Citizen) <span style="float: right;"><b>Posted by: Individual</b></span>		Tot Exp : <b>10 Yrs</b>	<b>Preferred Employment</b>	Available as of Mar-06-11
<b>Sys Admin/Network;</b>	<b>NT Admin</b>	US Exp : <b>10 Yrs</b>		
Charlotte, NC	Ph(C) : +1-704-904-6594	Salary : Market	W2 Contract <span style="color: red;">✗</span>	<a href="#">Email [Check Availability]</a>
Relocation : <b>YES</b>	Ph(H) :	Rate : Market	W2-Permanent <span style="color: green;">✓</span>	
Prof. State(s) : AR, CO, DC, NC, PR	Ph(W) : +1-704-904-6594		1099 Contract <span style="color: green;">✓</span>	<a href="#">Forward Profile/Resume</a>
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Wireless, ACCESS, Apple Mac, C, Desk Top, iphone, Migration, MS Office, Operating System, Project Manager, protocol, Telecom, Vista				 <a href="#">Download Resume</a> Only for Premium Access
Preferred Time to Call : Day & Evening: 8 AM - 8 PM on Cell +1-704-904-6594				
Corp-Corp Info :				
Notes :				
Domain Experience : <b>IT/Software, Telecom</b>				

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Dearl Sanders

524/C Arrow Hawk Drive  
Charlotte, North Carolina, 28217  
/cell  
Email:

OBJECTIVE: To attain a position as Technical Support or Customer Service representative.

Qualifications: Technical Support, Help Desk Analyst, Customer Service and Call Center.

Proficient on Microsoft office 2007, Windows Vista and XP. Also familiar with Mac 10.5 Operating System. Excellent Customer Service skills and verbal interpersonal communication skills. Ability to solve complex problems quickly. Good organizational skills, ability to handle multiple tasks to completion. Available to work a flexible work schedule.

**Professional Experience**

Apple Inc. - NCO Services. Technical Support Charlotte, NC 12/08 – present

Provide trouble-shooting assistance for CPU customers using Apple I mac and Iphone 3G.  
Service include: Wireless, Wireless Internet, and other various wireless features.  
Process warranty exchanges and processed online repairs from broken product.  
Provide billing assistance, also cross sold product features and accessories.  
Excite Telecom Inc. Technical Support Charlotte, NC 07/07 - 12/08

Manage customer trouble tickets and handled incoming calls regarding account issues.  
Administer troubleshooting on toll free lines in order to isolate and verify problems.  
Prepare plus submit and tracked trouble tickets from customers from opening to close.

Generator's Unlimited Inc. Customer Support Columbus, OH 04/04 – 07/07

Handle 60-80 incoming calls daily from customers regarding account issues and resolved.  
Perform market analysis researching competition focus was on customer retention.  
Led the company in installation of commercial and proprietary applications and helped train.  
Perform follow-up calls in order to insure quality customer service & secure new business.  
International Truck Inc. Help Desk Support Springfield, OH 06/01 – 04/04

Test and implemented solutions for desktop support group plant wide.  
Train user's on latest system applications and instructed them on operations protocol.  
Perform as project lead for migration project plant wide migrating over 850 PCs.  
Setup new employee's companywide resetting passwords and programmed phone systems.  
Hewlett Packard Inc, Help Desk Specialist Columbus, OH 04/00 - 06/01

Handle 60-80 incoming calls daily from user's regarding PC hardware and software issues.  
Supply technical support to corporate users over the phone and made recommendations.

Train users on the latest software applications also on protocols in which to access and use.  
Dispatch technicians and communicate technical issues with upper management & top executives

Education: Microsoft Certified Professional Certification Roseville, CA Material Estimates Certification Los Angeles, CA 1989  
Graduate of Fairview High Diploma Dayton, OH 1979

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