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To: Prospective Employer

I am a well educated manager of several years, experienced from many different management environments including customer service. I am a motivated energetic employee, who is very dependable and dedicated. I have a diverse background with involvement in Management of Production, Quality, Warehouse, Office, Customer Service, and Network Systems.

I have been involved in providing services to internal and external customers, managing office functions, library functions, and the development of Internet applications. I am an advanced computer user, with both hardware and software experience. I have strong communication skills, organizational skills, and I have been trained to listen.

I have been directly involved in day-to-day operations including account management, customer service, accounts payables, account receivables, payroll, inventory control, and order tracking. I have performed training on subjects such as production procedures, quality processes, safety policy, product testing, as well as many training sessions teaching software use, i.e., MS Office, Outlook, Internet Applications, etc.

I have experience in the startup and operations of a Customer Service call center. In dealing with customers I am always the one who takes the difficult calls. I was able to save many delicate accounts due to the handling of customers upset at the product, service, or both.

Please take a moment to review my resume below and contact me anytime if you would like additional information or would like to schedule an interview.

Thank you,

Gary McCann

RESUME

A Diverse background in Management includes Production, Networking, Customer Service, and Warehouse, with Technical Skills, Team Building Skills Analytical Skills, Artistic Abilities, and Common Sense, the ability to follow direction, dedication and dependability.

ACCOMPLISHMENTS

Over 17 years experience in Supervision and Management. Direct involvement in Payroll, Reviews, Promotions, Terminations, etc. Knowledge of Workers Comp Insurance, employee benefits, Cal OSHA requirements, etc. Managed a payroll of over \$1 million.

- **Analysis:** Developed and implemented data collection and analysis worksheets for a distribution department. Analyzed daily, weekly and monthly distribution. Generated reports based on findings.
- **Computer Software:** Experienced in the use of many software programs, advanced knowledge of MS Word and MS Access. Created Excel Spreadsheets to calculate monthly and yearly gross income for the computer, software and services departments.
- **Payroll:** Involved in payroll activities, responsible for accurate hourly reporting of employees. Developed an incentive program based on monetary rewards for attendance which increased production by 27%.
- **Employee Benefits:** As the Production Manager I worked with the management team to increase employee benefits as the company grew, helped to add retirement plan as added benefit to employees. Increased benefits improved hiring of quality employees.
- **Networking:** Maintained LAN and WAN networks. Added Web Servers, Email Servers, File Servers and SQL Servers to the network as well as upgraded a SQL Server running Windows NT 4 and SQL 7.0 to Windows 2000 Server and SQL 2000. Created and maintained a DNS server and Web Server with 4 Internet Domains. Use of Firewalls, Routers, Switches, etc.
- **Database Work:** Created many different databases using MS Access from 1996 to present used to track student computer distribution, ISP accounts and online curriculum for shipping and billing purposes. This change exposed a situation where the company was paying for ISP accounts that should have been cancelled, saved \$40K in the first 3 months of employment. The most recent database was developed to track orders against student's budgets and display the results automatically on the Web in a secure site.
- **Web Site Work:** Provided Web Page development to Client Schools and our company. Uploaded pages via FTP to the Web Server. Provided an FTP site for the distribution of forms, instructions and other documents. Provided Web Site support in design of Web Pages, access to secured pages, IE Settings, etc. Provided an Online Ordering System where California Teachers could order educational materials for their students.
- **Project Management:** Redesigned an online ordering system that provided a way for over 900 Teachers in the State of California to order educational materials. Developed a new upgraded Online Ordering System when the company changed vendors.
- **Technical Writing:** Written several technical documents for the installation, use, and troubleshooting of custom software applications. Wrote ISO documents for a Crash Testing facility.

WORK EXPERIENCE

Present – **QUALITY MANAGER/IT**

Sacramento Container Corporation, McClellan

Responsible for the development of the company's quality program, customer feedback and vendor feedback and evaluation systems. Responsibilities include the IT department, server maintenance, PC setup and repairs, etc. Development of Access Database to track quality issues with customers, vendors, and products. Using ODBC to extract data from a Unix Server running a database program HRMS to write custom reports.

2000 – 2002 **OPERATIONS MANAGER**

Alliance Education Programs, Roseville, CA.

Responsible for the technical growth of the company. Operations included the IT department, Facilities, Technical Support, Computer Repair, and Distribution departments, reception desk, general office. Introduced MS Access Databases for tracking of products and services, saved \$40K within the first 3 months. Provided first hand technical support to the Teachers and Students on issues including use of the Web Site, Computer Operation, etc. Setup of office facilities for administrative staff, including phone systems, electricity and gas hookups, and networked computer system.

1997 – 2000 **GENERAL MANAGER**

Signup, Inc. Multimedia, Rancho Cordova, Ca.

Duties included responsibility for the entire IT department which included a small WAN using a Point-to-point T1, 2 servers and 28 workstations, Production, Technical Support and Facilities departments. Implemented upgrades and added servers, routers and printers to the LAN. Wrote technical manuals and instructions, created demo videos, marketing brochures, etc. Build dual processor servers for RGB Video Walls. Lead technical person in charge of connecting computer hardware to video walls, testing of new hardware interface. Technical staff of 4 performed a variety of duties including telephone support and repairs. Introduced MS Access Database used to track technical support calls and repairs.

1996 – 1997 **TECHNICAL WRITER/DC&A TECH**

E-Tech Testing Services, Rocklin, Ca.

Wrote technical documents required for ISO certification. As a Data collection and Analysis Technician, collected electronic, high speed video and film data on Highway Safety equipment crash tests. Created an MS Access Database to automatically produce required forms based on the input.

1986 – 1996 **PRODUCTION MANAGER**

Motion Control Eng., Rancho Cordova, Ca.

Managed the production of Computer based Elevator Control Systems. Helped the company grow from \$175K to over \$40M Gross within a 10 year period. Expanded production from a 2 person department to over 135 employees. Designed and maintained the Production Facilities, including production flow, processes and procedures for all positions including the Test Section. Designed an electrical layout for the test department which cost \$250K to complete, increasing the output of the test department by 120%.

EDUCATION

Rio Linda Senior High, Rio Linda, California	Diploma
U.S. Air force Schools	Various Certificates
Arkansas College of Technology, Little Rock, Arkansas	ASEE 4.0 GPA

SKILLS AND ABILITIES

- Self Disciplined and Self Managed, Dedicated and Dependable
- Management Skills including Accounting, Payroll and Benefits
- Organizational Skills
- People Skills
- Customer Service Skills
- Budgeting Experience
- Analytical Statistical Process Control Skills
- Project Management Experience
- Hands on knowledge of Network Servers, Routers, Firewalls, Workstations
- Advanced knowledge of Microsoft Access, Word, Excel and PowerPoint
- Wide range of Software knowledge including MS Office XP, Photoshop, etc.
- Technical Writing of instruction manuals, ISO documents, processes and procedures

References and Additional Information are available upon request