

# Charles Daniel Wright

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Winston-Salem, NC 27127  
(336) 764-0925



## OBJECTIVE:

To continue personal development and professional advancement in Information Systems

## EDUCATION:

**Associate in Applied Science in Computer Engineering Technology**, May 1995 **FORSYTH TECHNICAL COMMUNITY COLLEGE**, Winston-Salem, NC

- Graduated with Honors, Phi Theta Kappa. GPA: 3.7
- Vice President - Student Chapter, Instrumentation Society of America
- Coursework in Concepts of Computer Networking

**Bachelor of Theology with Minor in Youth/Music**, May 1988 **PIEDMONT BIBLE COLLEGE**, Winston-Salem, NC

**Associate in Applied Science in Criminal Justice**, July 1982 **COMMUNITY COLLEGE OF THE AIR FORCE**

**Additional Studies in Business Administration**, 1982 **MOUNT OLIVE COLLEGE**, Mount Olive, NC

## SKILLS/TRAINING:

- Help Desk 2000 Certified Help Desk Professional
- Skills in MS/DOS, Windows 95/98/XP/NT/2000, RAS, VPN, DHCP, and SCO UNIX
- Internet technology, TCP/IP, RS232
- Completed courses in Novell NetWare
- Ability to troubleshoot PC's and VAX mini-computers
- Courses of study in C Language and C++
- Training in Assembly Language and VMS Operating System
- Experienced with Networking UNIX and Windows 95/98 Operating Systems

## EXPERIENCE:

**WAKE FOREST UNIVERSITY, Winston-Salem, NC, March 1998–present**

**Computer Support Consultant III** April 2000 – present

- Ability to analyze various types of hardware and software problems, diagnose and resolve 85% of complex issues encountered. Ability to develop all-inclusive solutions to client needs utilizing elements of networking, multimedia, peripherals, hardware and software. The ability to learn new areas in which to apply these skills.
- Familiarity with Windows-based workstations, operating systems (including NT administration) and PC software and hardware, internet technology, e-mail, Microsoft Office, business computing software applications, Dreamweaver and other web page construction, maintenance tools, and networks.
- Excellent written and oral communication skills, excellent interpersonal skills, superior telephone etiquette, ability to deal effectively with the diverse populations of the entire Wake Forest community, and a strong dedication to customer service and satisfaction.
- Strong initiative and ability to function independently, as well as in a team format, with self-confidence in own decision-making and ability to analyze a problem from different perspectives.
- Ability to multi-task and be highly adaptable to new and changing situations, and to exhibit patience in managing job in a stressful work environment. Ability to organize work efficiently and work well under time pressures.
- Ability to Interact effectively with Information Systems to ensure and develop solutions to client needs.
- Ability to perform basic programming in DOS, Java, HTML, Visual Basic and Batch file creation.
- Ability to adhere to work requirements as directed by the Director, Assistant Director and Manager.

- Served as project manager for Time Card Development and Virtual EMS.
- Serve as Administrator for EMS Scheduling System.
- Manage Student Workers for BCS, assign and oversee their tasks.
- Work with Department Directors to ensure that the computing needs of the staff departments are met.

**Computer Support Consultant II** May 1999 – April 2000

- Provided support for WFU standard loads with greater than 85% resolution rate.
- Provided support for Business Computing applications and Network connectivity.
- Escalated/routed problems to next level support.
- Followed established policies and procedures.
- Responsible for the creation of email/network accounts.
- Resolved problems with network accounts.
- Responsible for training new consultants.
- Provided second level support for Consultant I.
- Serviceware Knowledge Engineer and Assistant Administrator.

**Computer Support Consultant I** March 1998 -May 1999

- Provided support to academic customers with greater than 85 % resolution rate.
- Provided support for Business Computing applications and Network connectivity.
- Escalated/routed problems to next level support.
- Followed established policies and procedures.

**BUSINESS SOFTWARE, Kernersville, NC, July 1995 – March 1998**

**Customer Service Support**

- Managed both hardware and business software support for customers.
- Administrated, upgraded, and install SCO Unix / 3.11/95/98 Windows networks.
- Provided on-site repair and support for network administrators.
- System Administrator of UNIX, DOS, and Windows NT/ 95 networks.
- Created Unix shell scripts to aid in the administration of the networks.
- Managed inventory of computer hardware/software.

**CINTAS: The Uniform People, Winston-Salem, NC, October 1988 - August 1992**

**Assistant Service Supervisor**

- Established accountability system to track the status of contract; renewals. Maintained current status of renewals and reduced the late renewal rate from over 200 to less than 50.
- Conducted goodwill calls to build rapport with customer account contracts.
- Supervised team of service sales representatives.
- Received exceptional ratings on customer opinion surveys, earning recognition as Member of the 100% Club and Employee of the Month.

**Service Sales Representative**

- Addressed customer service requests by communicating needs to plant management and coordinating modifications in service.
- Established new accounts by initiating contact with businesses and presenting the benefits of company.

**GRACE BIBLE CHURCH, Winston-Salem, NC, September 1987 - June 1993**

**Youth Pastor**

- Developed and organized youth program, trained teachers, managed budget.

**MILITARY:**

**UNITED STATES AIR FORCE, Seymour Johnson AFB, 1975 - 1982**

- Served as Security Policeman; Honorably discharged as Staff Sergeant.
- Honor Graduate of Police Academy; Commandant Award in NCO Leadership School.

**REFERENCES:** Available upon request