

# Leslie Newborn

(916) 425-8452 • lesnchasi@msn.com

A dedicated, goal-oriented, team player who enjoys a challenging position in a fast-paced environment. Major strengths include trouble-shooting systems in networked environment, customer service and adaptability. Seeking a position as a Project Manager or Technical Support Analyst.

## PERSONAL STRENGTHS

- Effective analytical and troubleshooting skills
- Excellent time-management skills, able to multiplex
- Experienced team-leader, managing day to day tasks
- Professional customer service skills
- Eager to stay current with evolving technologies

## AREAS OF EXPERTISE

- Project Management – Currently preparing for PMP exam
- A+ and CNA 5.0 (Certified Network Administrator)
- Microsoft Office 2003, Project 2007
- Operating Systems: Windows XP/NT/98/95, Mac OSX
- Novell Networking

## PROFESSIONAL HIGHLIGHTS & ACCOMPLISHMENTS

- **Implementation Manager**                      **Pearson Education – Rancho Cordova, CA**                      **4/2005 - 7/2008**  
*Education, Business Information & Consumer Publisher*

Configured customers' SIS via phone. Coordinated installation of the system software. Requested training for the customer. Assisted customer with compiling the resources to complete district and school setups. Assisted customers with the completion of Excel spreadsheets and then importing that data into the server. Determined how a school generates honor roll, class rank and GPA data for students and then configuring that information into their SIS.

- **Technical Support Rep**                      **Pearson Education – Rancho Cordova, CA**                      **3/2003 - 4/2005**  
*Education, Business Information & Consumer Publisher*

Assisted customers with the use of the company's SIS software. Reported problems with the software.

- **Technical Support Specialist**                      **First American Real Estate Solutions, Sacramento, CA**                      **8/2001 - 12/2001**  
*Title/Escrow Company*

Assisted customers with use of company's Real Estate software. Input customer call details and routing software issues to the appropriate department. Trained new employees and supervising co-workers when the Manager was not available.

- **Accounts Team Lead**                      **Transamerica Intellitech, Sacramento, CA**                      **8/2000 - 1/2001**  
*Real-Estate Software Solutions*

Contacted customers to notify of upcoming 90-day renewal. Input customer contact information into retention database. Input customer orders for additional products. Supervised 7 employees in 2 departments. Reviewed employee performance reviews. Ordered employee supplies and training for new employees.

- **Technical Support Analyst**                      **Peripheral Land Incorporated, Fremont, CA**                      **2/1991 - 10/1991**  
*Real-Estate Software Solutions*

Analyzed and repaired customer hard drive and operating system software issues. Input customer request to return product and issued return authorization numbers.

- **Technical Support Analyst**                      **Computer Associates, San Jose, CA**                      **2/1990 - 8/1990**  
*Real-Estate Software Solutions*

Analyzed client problems with the company's Accounting, Job Costing, Payroll and Inventory Control software. Assisted customers in the use of the company's software. Input customer call information into the call database.

## FORMAL EDUCATION / LICENSES

- Network Technologies Diploma (In Progress) - *Northwestern Technical College, Sacramento, CA*
- Bachelors Degree in Business, 1991 - *Bachelors Degree in Business*  
(Concentration in Computer Information Systems with a minor in Recreation Leisure Services)