

Steve Horton

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* Northern CA, Sacramento*

A dedicated, goal-oriented, team player with 20+ years experience in custom software application installation, configuration, testing & maintenance. Specialization in HR, Timekeeping, Payroll and accounting functions. Major strengths include customer service & communication skills, able to deliver highly technical material to non-technical audiences. Solid experience managing large project installations. Desiring a position as a project implementation specialist that will give me the opportunity to challenge my current skills and abilities.

AREAS OF PERSONAL STRENGTHS

- Outstanding technical aptitude with excellent problem solving skills
- Ability to work independently and in a team-based environment
- Excellent oral and written communication and time management skills
- Quick study, strong organizational procedures with exceptional follow-up
- Adaptable analytical skills, with excellent customer service support

FORMAL EDUCATION

Reynolds University, Dayton, Ohio – *Application Specialist*

American River College, Sacramento, CA – *Computer & Business Focus*

Middlesex Community College, Middletown, CT – *Computer & General Education Focus*

Wilcox Technical Institute, Meriden, CT – *Graphic Communications*

PROFESSIONAL HIGHLIGHTS & ACCOMPLISHMENTS

- ▶ **NATIONAL CREDIT CENTER** - Territory Service Manager 2007 - 2008
Automobile Credit Inquires Software

Demonstrated, installed and trained automotive personnel on Credit Inquiry software packages. Enabled high level management, including VP of Sales, to deliver remote sales presentations. Trained senior management on reporting features utilizing statistical reports to determine areas of liabilities & best rate of return on investment. Conducted remote Webex® training for customers in various geographical regions. Conducted aggressive cold-calling with persistent follow-up to arrange face to face sales appointments.

- ▶ **FOLSOM LAKE ENTERPRISES** - Systems and Training Administrator 1996 - 2007
Automobile Sales, Parts & Service

Coordinated logistics and acted as liaison between Folsom Lake Enterprises and vendors for system requirements. Negotiated purchases of new computer equipment and software applications. Planned, tested and maintained new hardware installations, including on-going technical support of multiple integrated mainframe computer systems for 8 separate corporations with four different campus locations. Successfully supported UNIX based software application systems with 550 ports/network sessions, 550 peripheral devices and approximately 450 end users. Trained staff on software applications consisting of Accounting, Payroll, Inventory Control, Finance and Insurance. Imported and built a variety of reports, including 401k and Insurance reports for corporate health administrators, statistical summaries of optimal inventory dollar stocking levels, sales manager efficiency and comparison reports, and critical financial reports. Reduced used vehicle wholesale loss. Prioritized trouble tickets. Successfully reduced monthly computer expenses.

- ▶ **REYNOLDS & REYNOLDS CORP** - Sr. Optimization Sales/Service Consultant 1994 - 1996
Automotive Specialty Software & Hardware

Promoted and sold software optimization service contracts with a consulting sales approach. Increased system utilization by evaluating clients' current usage of system applications features and instituting approved changes to increase user optimization and efficiency. Created marketing plans to increase customer sales, retention and return on investment. Establish strategic partnerships with clients on an on going basis

- ▶ **REYNOLDS & REYNOLDS CORP** - Sr. Optimization Sales/Service Consultant 1994 - 1996
Automotive Specialty Software & Hardware

Provided client training for the installation of UNIX based software applications in the automotive field. Facilitated kick-off and weekly meetings to ensure smooth transition of new software applications. Completed application software installs in a timely manner. Provided on going support and problem resolution to assure client's complete satisfaction. Initiate follow-up visits to ensure full usage of software capabilities. Mentored and assisted with development of junior staff members. Served on National Service Providers Council, which provided a direct two-way link between the Vice President of Service & Support, Senior Manager of Quality, and Employees to improve internal and external Customer Satisfaction.