

Ronald J. Peters

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Education

ECPI College of Technology 2007

Computer and Information Science AAS Degree: IT/Networking and Security Management

Skills Profile

- NC Life and Health License – 2007
- Proficient in Microsoft Office (2003 and 2007)
- Quick and efficient with computers and general office machines
- Excellent written and verbal communication skills
- Effective interpersonal and customer relations
- Exemplify strong organizational skills
- Ability to prioritize tasks

Work Experience

Sales Agent, Coharie Insurance Agency

Greensboro, NC 2/2008-Current

- Sell Medicare Supplements, Medicare/Medicaid Products
- High Retention
- Life insurance product knowledge.
- Exceptional customer service; strong work ethics

Level 3 Technical Support Representative, Time Warner Cable

Greensboro, NC 6/2006-2/2008

- Provided technical support for TWC customers with video, digital phone, and data services
- Used critical thinking skills to resolve local network issues, email issues, modem problems, and equipment/software configuration
- Assisted and trained other support representatives on a regular basis
- Provided outstanding customer service, strived to excel, and always willing to work overtime

Intern Network Administrator, The Presbyterian Homes Inc.

High Point, NC 1/2007-3/2007

- Cisco Wireless AP Maintenance, Radio & IOS Upgrades
- Cisco Switch Configuration & documentation
- Configured Toshiba Tecra Tablet PC's with Wireless WEP Key Configs, Software Updates
- Worked with Citrix Presentation Server 4.0 Administration & Configuration

Assistant Store Manager, Autobell Car Wash

Greensboro, NC 3/2001-6/2006

- Insured quality control to company standards and to customer's satisfaction
- Conducted performance appraisals, took disciplinary action, motivated and trained employees
- Maintained fast, accurate service, positive guest relations, and ensured products were consistent with company quality standards
- Assisted Profit & Loss management by following cash control/security procedures, maintained inventory, managed labor, reviewed financial reports, and took resolving actions

Assistant Store Manager, TephSeal (Bob Dunn Ford/Hyundai/Subaru)

Greensboro, NC 8/2005-10/2005

- Assisted customers, resolved customer relation issues, and promoted a positive experience
- Supervised employees, opened/closed store, established priorities, and identified and reacted to in-store repairs
- Professionally detailed automobiles
- Trained and worked effectively with the store's crew

Customer Service Representative, Wendover Financial Services

Greensboro, NC 3/2003-3/2005

- Responded to incoming telephone calls and provided resolutions to issues
- Completed administrative duties accurately and timely
- Data input of all cases and queries into an in-house database
- Continuously exceeded daily call duration and total call quotas

Merchandiser, CompUSA

Greensboro, NC 3/2002-3/2003

- Maintained store's inventory and appearance
- Took initiative to present and sell merchandise in a professional and proficient manner through product demonstrations
- Trained monthly on innovative and updated technology
- Constructed and maintained promotional, seasonal, and sale merchandise display

References: Available upon request