

Ray Hannon
123 Main Street
Latrobe PA, 15650
rayster575@email.com

OBJECTIVE

Self-motivated professional seeking career in a fast-paced environment demanding strong computer skills (very proficient in computers though I have no official certifications). Organized, trustworthy, detail oriented, committed to (superior customer service) with the ability to complete projects and multi-task effectively. (strong communications skills)

QUALIFICATIONS

Management

- Responsible for growing and managing an Internet Service Provider from start-up to a large user regional ISP. Ensured customer satisfaction by leading a team of employees. Responsible for Hiring, Training, Marketing, Graphic Design, Web Development, IT Department, Customer Service, Purchasing, (Inventory Control, Warehouse).
- Managed day-to-day operations including attendance, attrition and outages to minimize customer impact.
- Coached and mentored CSR's with monthly evaluations.
- Met, exceeded and maintained service and quality levels.

Graphic Design

- Operating Systems: Win98, XP, Vista, Windows NT, Windows 2000 Server, Windows CE and LINUX.
- Software: Microsoft Office, Outlook & Calendar, Windows Mail, PowerPoint, Internet Explorer, Open Office, Adobe Acrobat, Photoshop, XARA, Gif Builder, KPT, EyeCandy, and MapEdit.
- Programming: HTML & Javascript.
- Experienced in the design, installation and maintenance of terrestrial wireless broadband solutions.
- Experienced in the installation of celestial based broadband solutions. SBCA Level 2 Certified.
- Strong experience creating visuals such as logos, ads, website graphics, flyers, posters, promotions, signage and packaging that clearly communicate and enhance the client's message to its target audience. Strict eye for detail with the belief that simplicity and clarity lead to effective design. (is this paragraph required since I'm not pursuing a graphic design position?).

EXPERIENCE

- 1998 to present: Founder & General Manager, ISP Connect, Inc., Latrobe, PA
- 1995 to 1998: Sole Proprietor / Web Design, Hannon Graphics, Latrobe, PA
- 1990 to 1995: Manager, Hannon Printing, Inc., Greensburg, PA

EDUCATION

- St. Vincent College

AVAILABILITY

Immediate