

Richard Sternberg

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Professional Summary

2 years' of experience as an independent contractor servicing various types of Nuclear Medicine Equipment.

Experienced with proprietary software for data entry and retrieval; update and maintain customer data; familiar with general office equipment including copiers, fax machines, and 10-key calculators.

I am trained in customer service and telephone operations; handle customer inquiries and phone presentations in a professional manner.

Trained in various emergency situations as telephone operator; identify problems and coordinate emergency response.

Multiple years of computer experience dealing with DOS, Windows, Linux, and Mac.

Experience

2011-PRES

HostGator.com, LLC

Customer Service/Chat Tech

Responsibilities

- Troubleshoot Web Scripts.
- Troubleshoot Web Server Issues.
- Provides First Call Resolution to Customers.
- Creating Trouble Tickets.

2007-2011

Advanced Nuclear Consultants

Field Service Engineer/IT Engineer

Responsibilities

- Installing and De-installing Nuclear Medical Equipment.
- Programming Medical Equipment.
- Refurbishing Nuclear Medicine Equipment.
- Driving company vehicles

2006-2007

A.C.T Group, LLC

Bookkeeper/IT Administrator

Responsibilities

- Computer server maintenance to include updates and troubleshooting as well as research and deployment of organizational productivity software Responsibilities.
- Evaluation of various computer systems & multiple hardware options to increase overall office productivity.
- Administration of Group Policies for accounting software.

Richard Sternberg

- QuickBooks data entry; produced zero balance payroll also zero balance sales tax.
- Application of QuickBooks, CFS Payroll, Sales Tax Mate, Pro-Series, DMS and Others
- Tax preparation of individual client information.

2006-2006

Bitner Spray, Inc

Bookkeeper

Responsibilities

- Peachtree/Quick books Accounting software, Accounts Receivable, Data Entry/Invoicing

2002-2006

Wal-Mart Stores, Inc

Department Manager/ICS Lead/ Stocker

Responsibilities

- As team lead within Inventory Control System Dept., managed over 5 million dollars in inventory, and supervised 5 to 20 associates.
- Purchased merchandise based on budgetary and trend demands.
- Certified forklift operator/Power equipment trainer.
- Responsible for customer service assurance with company clientele.

Education

1993-1997

Badger Union High, Lake Geneva, Wisconsin

- Diploma

Miscellaneous Software Experience

Office 2003 Professional	QuickBooks 6.0 to 2010
Office 2007 Professional	Peachtree Accounting
Office 2010 Professional	Microsoft Exchange Server
Pro-Series	Document Management Systems
CFS Payroll	Adobe Acrobat
Outlook	Microsoft Front Page
Adobe Photoshop	All windows Server Platforms
Adobe Designer	All windows Operating Systems
Pegasys	Solaris
Esoft	Linux
Icon	ADAC
Mirage	OSX
CentOS	cPanel
PHP, HTML,	Wordpress
Plesk 9,10	Various Web-design Software