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CAREER OBJECTIVE

Customer Relationship Management, Service Management and Database Systems Management.

QUALIFICATIONS AND SKILLS

- Customer Relations, Service and Solutions
- Project & Process Management
- Operations and Service Management
- Planning and Implementations
- Communications
- Help Desk
- Database Management Systems
- Microsoft Applications (Word, Excel, Access, PowerPoint, Outlook)
- Leadership and Team Building
- Systems Integration
- Telecommunications
- Networking (TCP/IP, Frame Relay, X.25, LAN/WAN, Routers, Internet, Web Design)
- Windows Vista, NT, 2000, XP, ME, 98 & 95
- Computer Systems (PDA to PC to Mainframe)
- Media Consulting
- Product Training
- Support Engineer

PROFESSIONAL EXPERIENCE

Department Manager and Sales Associate (The Home Depot)

- Hired as Sales Associate, and was assigned to the Paint Department. Provided excellent customer service and solutions, and earned several customer service recognition awards.
- Promoted to Department Manager of Paint and Hardware in a new store, and successfully built and maintained the departments to achieve a high level of merchandising and customer service. Achieved first place recognition in the district for the 2008 holiday season Gold Cup Walk. For the first half of fiscal year 2007-2008, received awards for five months for this department having the Highest *Gross Margin Return of Investment* of all other Home Depots in the district.
- Provided strong leadership and team building. Recognized and awarded the department staff for their contributions to the success of the department.

IT Service Manager / Project Manager / Implementations (Cable & Wireless, USA)

- As IT Service and Project Manager, acted as liaison between customers, sales, and management.
- Experienced in IP Telecommunications Implementations and order process from Pre-sales conception to service delivery and Post-Sales support.
- Designed and Implemented an Order Tracking database management system to accommodate the order process and was utilized companywide. Trained support teams to interface between customers, sales, and management. Unified the tracking and reporting of network faults, pinpointing problem areas and providing accurate reporting, also utilized throughout Cable & Wireless, Service Providers America.
- Awarded top honors for achievements including the ACE Award and the Global Star Award for saving the corporation millions in revenue costs for additional personnel.

Quality Customer Care / Project Manager / Implementations (MCI/WorldCom Advanced Networks)

- Managed the expansion and refocus of our customer care initiatives, wrote resource documentation, built the Customer Call Tracking System, and trained the Quality Service Agents to handle customer communications problems.
- Unified all departments into a single process called the Sales Order Administration Team.
- Worked closely with customers and sales team to ensure accuracy on service orders and design configuration for 5800+ service orders; served as liaison between customers and various departments to ensure better implementation flow.

Systems Support Engineer (NBI, Inc)

- Provided software and hardware solutions for customer problems, needs and applications through design configuration, installation, training support and repair of various computers, word processors and communications systems. This included PCs, LAN (NBI Multinet, MS-Net, IBM Token Ring and Novell), Office Automation Systems, Micro to Mainframe Integrated Systems, MS-DOS and UNIX 4.2 Based Systems as well as a full line of impact and laser printers, scanners and other communications devices and related software.
- Responsibilities included service and training accountability for technical assistance to customer accounts and field engineers.
- NBI picked up the cost for continuing education and finishing my degree in Computer Technology.

Product Specialist and Customer and Systems Support Engineer (National Data Corporation)

Product Specialist - Healthcare

- Assessed customer needs and managed the order process, implementations, interface installations, communication protocols, bandwidth, network configurations, communications equipment and customer applications and testing, and tracking and reporting each step of the process.
- Served as designer, programmer and SysOp of the division BBS for vendor certification.
- Provided software and hardware expertise.
- Created the Client Services Ticket System to track customer issues and resolution times.
- Received President Club Award and The Commitment and Accountability Award for designing and implementing the Automated Vendor Certification System.

Customer and Systems Support Engineer – Bankcard

- Provided customer service solutions to various operational and technical problems in full range of bankcard and credit card processing banks and other card processors throughout the United States.
- Accountable for solutions to various operational and technical questions/problems during pre/post sales and implementation.
- Researched, designed and implemented a tracking/resolution system. Compiled and wrote series of support manuals, Glossary of Terms and PC Products Problems & Resolutions, and assisted in training of support personnel.

Security Detection Systems Operations and Data Collection Analyst (Global Aviation Services)

- Contract IT position with Globe Aviation and the Transportation Security Administration (TSA).
- Experience in operating the **InVision CTX 5500 DS**, which uses advanced Computed Tomography (CT) technology to quickly locate and identify explosive devices concealed in checked baggage and cargo.
- Testing and screening aircraft cargo for explosives and hazardous materials as it passes through the Delta Domestic Cargo Facility.
- Collecting the data retrieved for TSA analysis.

Supply and Substitute Teacher (Cobb County Schools District)

- Began as a substitute teacher in the Cobb County School District.
- Having been recognized for multiple capabilities and experience, was quickly given many assignments as a long-term supply teacher for the following positions: Orchestra Director, Chorus Director, Ninth/Tenth Grade Literature teacher, Honors Literature teacher, Physical Science and Biology teacher, Band Clinician and (most recently) Exceptional Education to fill a To-Be-Hired position as an Interrelated Special Education teacher. Responsible for writing lesson plans.
- Completed The Exceptional Child Course. Trained and knowledgeable of IEP's and Goalview.
- Passed the Praxis II Certification test for Interrelated Special Education.
- Received many letters of recommendation from teachers, administrators and department directors.

EMPLOYMENT HISTORY

The Home Depot (Atlanta Stores 6940 & 112) *2005 - Present*
Globe Aviation Services (Atlanta Airport) *2004 - 2004*
Cobb County School District (Cobb County, Georgia) *2001 - 2004*
Cable & Wireless USA (Atlanta, Georgia) *1999 - 2001*
MCI/WorldCom Advanced Networks (Roswell, Georgia) *1996 - 1999*
NATIONAL DATA CORPORATION (Atlanta, Georgia) *1989 - 1996*
NBI, INC. (Atlanta, Georgia) *1980 - 1989*

MILITARY

United States Air Force – Honorably Discharged

EDUCATION

Bachelor of Education for Information Systems, Shaftesbury University – 1982, Suma Cum Laude, 134 Quarter Hrs.
Associates Arts – Music Education, Miami Dade Junior College - 1968, 61 Semester Hrs.
Music Education, Florida Atlantic University – 1971, 30 Quarter Hrs.