

Walter Ian Kaye
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OBJECTIVE:

To obtain a **customer service** position within a progressive company which values people as well as profits.

EDUCATION:

High School Graduate through equivalency, NY, 1980

American Business Institute, New York, NY, 1980–1981

- Certificate of Business Administration, 1981
 - Double-entry bookkeeping/accounting
- Certificate of Achievement in Accounting, 1981

Control Data Institute, Philadelphia, PA, 1988

- Office Technology, Microcomputers

EXPERIENCE:

Computer Consultant, 1995–present

- Listen to the customer.
- Assess their needs.
- Design, implement, troubleshoot and service website and/or web page.
- Customize automation of workflow on Macintosh computers.

Programmer/Analyst: Stanford Linear Accelerator Center, Menlo Park, CA, 1997–2002

Company field: scientific research, funded by the U.S. DOE

- Consulted with users while developing customized solutions.
- Provided Macintosh support for the Technical Publications department.

Support Staff: Genie online service, 1994–1999

- Internet Help Desk, 1995–1999
 - Answered subscribers' questions on usage of Lynx, telnet, newsreader, HTML, and other issues related to Internet and Genie.
- Macintosh Help Desk, 1994–1999
 - Answered subscribers' questions on usage of online service, downloading files, and general Macintosh issues.
- Remote Microsoft Tech Support for MacOffice, 1995
 - Answered questions from Genie, AOL, and Compuserve subscribers related to usage of Microsoft Office for Macintosh (under subcontract from Microsoft).

Trainer: E.W. Williams Publications, Fort Lee, NJ, 1992–1993

Company field: trade magazine

- Trained editors and production managers on PageMaker, Quark, and Word.
- Provided technical support for users.

Support Staff: America Online, 1990–1992

- Hosted two chat rooms.
- Provided support in Macintosh Utilities Forum.

Customer Service: American Integrity Insurance Company, Philadelphia, PA, 1986–1990

Company field: health insurance

- Handled incoming calls and correspondence.
- Enjoyed handling difficult customers.
- Calculated refunds.
- Installed word processing center and led training sessions.
- Authored form letters for standard use by refund department.

OTHER:

- Extremely computer literate, but I prefer to have a job working with people.
- I enjoy acting, theater, and music
- Excellent spelling and grammar
- Provide answers to questions asked on various mailing lists