

# Walter Ian Kaye

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## Objective:

To provide outstanding customer service, making use of my technical background, sense of humor, resourcefulness, calming influence, and caring.

## Education:

High School Graduate though equivalency, NY, 1980

American Business Institute, New York, NY, 1980–81

- 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 and Web Hosting Provider, 1995–present

- Listen to the customer.
- Assess his/her needs.
- Customize automation of workflow on Macintosh computers.
- Design, implement, troubleshoot and service website and/or web page.
- Manage FreeBSD internet server and keep hosting customers happy.

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

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

Help Desk: GENie online service, 1994–1997

- Hosted real-time chat rooms for subscribers:
  - Answered subscribers' questions on issues related to Internet and GENie.

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

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

Support Staff: America Online, 1990–1992

- Hosted real-time chat rooms:
  - Kept customers entertained.
  - Reported weekly chat room activity stats to management.
  - Handled rowdy users in accordance with AOL's terms of service.

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

- Handled incoming calls and correspondence.
- Enjoyed transforming difficult customers into happy 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 prefer working with people.
- Actor, songwriter, and graphic artist.
- Excellent spelling and writing skills.
- Provide answers to questions asked on various mailing lists.