

James Bass
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I am interested in pursuing a career in software development. I consider myself a fast learner and a team player. I feel that I can make a contribution to any Implementation Services department.

Computer Experience

Machines: IBM PC compatibles, Rockwell ACD, Macintosh

Languages: VBA, BASIC, Turbo Pascal, DB/c, Turbo C, COBOL

Programs: MS Access, MS Word, MS Excel, MS Outlook, Crystal Reports, MS Internet Explorer, Netscape Navigator, Support Magic, Norton Utilities

Operating Systems: MS Vista, MS XP, MS Windows1, SCO UNIX, MS DOS

Hardware: Experienced with installation of mother boards, SIMM chips, internal/external modems, NICs, SCSI and IDE hard disks, SCSI floppy drives, SCSI I/O ports, and various printer configurations.

Experience

1998 to Present Med Resorts International, Clearwater, FL

Systems Developer

Responsible for migration of extensive filePro database to MS Access utilizing tables, queries, forms, reports, macros, modules, and VBA. Troubleshoot and maintain existing MS Access database for Telemarketing Dept.

1995 to 1998 Lasergate Systems, Clearwater, FL

Support Engineer

Troubleshoot and debug minor program bugs. Modify existing programs with enhancements. Implement fixes and enhancements. Design, create, and implement ticket designs. Perform remote upgrades of ProtoBase and Select-a-Seat. Resolve problems and questions from Technical Support. Provide documentation. Assist Select-a-Seat Team

Previous positions:

Senior Technical Support Representative

Technical Support Operator

1988 to 1995 Home Shopping Network, St. Petersburg, FL

Help Desk Supervisor

Manage the Help Desk function as well as prioritizing, resolving, recognizing, and routing end-user computer problems. Establish and document policy and procedure.

Previous positions:

Help Desk Operator II

Customer Service Phone Monitor Trainer

Education

St. Petersburg Jr. College, St. Petersburg, FL

1986 to 1994

Major: A.S. Computer Programming and Analysis

GPA: 3.70

Warner Robins High School, Warner Robins, GA

1972 to 1975

Recipient of Who's Who in American High Schools