

# Richard Alan Klein

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## Summary

I am a professional with experience in the areas of public contact, customer service, and technical support. I am currently aggressively pursuing a degree in Information Technology Management and Security at Rasmussen College, obtaining Security + certifications, and other professional credentials. With my education, I am interested in seeking a position where my existing skills and those I am acquiring in my studies could be of service to any technical or security management organization.

## Skills

- Adaptability to changes and challenges
- Strong ability to assess technology needs with various customers
- Microsoft Word, Outlook, One Note, PowerPoint, Publisher, Visio
- Information security familiarity: Disaster Recovery, risk management, internet research, security literature, and security tools.
- Advanced PC upgrades (built two computer systems), component replacement, and repairs
- Social media creation(blog), video and computer graphics editing: Pinnacle and DAZ Studio

## Employment Experience

### Dell Pro Support Specialist

*Alorica, Inc., Lake Mary, FL, 8/2018 – 9/2019*

- Provided the highest level of professional hardware issue resolution for all Dell desktops and notebooks.

### Member Services Representative

*Sitel Corporation, Ocala, FL, 04/2016 – 7/2018*

- Securely delivers personal financial information over the phone for clients of a nationwide network of credit unions.
- Assists in enrollment, maintenance, and troubleshooting of online banking accounts.
- Analyzes credit card activity for fraudulent transaction and prevention of future occurrences.

### Sales Representative

*Creative Channel Services, Ocala, FL, 10/2014 - 1/2015*

- Canon printer specialist: Guided customers' personal interests and needs and provided an exceptional buying experience.
- Exceeded weekly sales goals by 10 percent.
- Reached, galvanized, and directed valuable customer awareness of product technical features related to Canon and Best Buy.

### Care Giver

*Kathryn Klein, Ocala, FL, 05/2008 – 11/2013*

- Adapted to and dedicated full time quality care-giving to terminally ill spouse with blindness and chronic kidney disease.
- Managed and operated daily routine home peritoneal dialysis and all personal needs including precise dietary requirements, medicine usage, doctor's visits, monthly reports, and ordering outsourced medical supplies.

### Customer Care Representative

*Convergys, Inc., Tamarac, FL, 07/2002 – 05/2008*

- Demonstrated professional outsource call center technical support and *award winning* customer care for residential consumers of Time Warner Cable, Charter Internet, AT&T Mobile Phones, and Comcast Television.
- Educated hundreds of callers in need of product upgrades, activation, programming, invoice clarifications, and internet access.

## Education:

A.S. Information Technology Management and Security  
Rasmussen College, Ocala, Florida, 12/2016  
Dean's List, GPA 3.94

B.A. Degree, Secondary School Education, English, Language Arts and Biological Science  
Florida Atlantic University, Boca Raton, Florida, 12/1984

B.A. Degree, English Literature  
Florida Atlantic University, Boca Raton, Florida, 05/1982