

Combination Resume

James Bass
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COMPUTER EXPERIENCE

Machines: IBM PC compatibles, Rockwell ACD, Macintosh

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

Programs: Microsoft Office: Access, Excel, Outlook; Internet Explorer; Crystal Reports; Netscape Navigator; Support Magic; Norton Utilities

Operating Systems: Microsoft Vista, XP, 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

WORK EXPERIENCE

Med Resorts International, Virginia Beach, VA
Systems Developer

April 1998 to Present

- Responsible for migration of extensive filePro database to MS Access utilizing tables, queries, forms, reports, macros, modules, and VBA.
- Troubleshoot and maintain existing Microsoft Access database for Telemarketing Dept.
- Troubleshoot and diagnose UNIX, filePro, PC, and MS Windows related problems for in-house staff.

Lasergate Systems, Norfolk, VA
Support Engineer

May 1995 to April 1998

- Modified existing programs with enhancements.
- Implemented fixes and enhancements.
- Designed, created, and implemented ticket designs.
- Performed remote upgrades of ProtoBase and Select-a-Seat.
- Resolved problems and questions from Technical Support.
- Assisted Select-a-Seat Team Leader with creation and testing of new software.

PREVIOUS POITIONS

Senior Technical Support Representative; Technical Support Representative; Technical Support Operator

Home Shopping Network, Norfolk, VA
Help Desk Supervisor

January 1988 to May 1995

- Managed the Help Desk function as well as prioritizing, resolving, recognizing, and routing end-user computer problems.
- Established and documented policy and procedure.

EDUCATION

Tidewater Community College, Virginia Beach, VA
Associate of Applied Science Degree: Information System Technology, May 1998
GPA: 3.70