

J. Jared Robertson

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EMPLOYMENT

COMMUNITY FOOD CO-OP • 1220 N FOREST ST • BELLINGHAM, WA 98225-5122 • 360-734-8158

Store supervisor, cashier, customer service: August 2001 to Present.

Responsibilities: extensive customer service and assistance; extensive memorization; handling large sums of money; maintaining balanced tills; training new cashiers; anti-shoplifting security and procedures; special orders.

SPECCOM SYSTEMS INC. • 336 36TH ST #375 • BELLINGHAM, WA 98225-6580 • 360-647-1527

Technical support, customer service: February 2000 to May 2001.

Responsibilities: answering technical support e-mail under contract for Plextor America. Subjects included CD-ROM, CD-R, CD-RW, SCSI, EIDE, and software troubleshooting; handling RMA requests, firmware updates, and training of new employees for both phone and e-mail support.

IMAGINARY LANDSCAPE LLC • 5121 N RAVENSWOOD AVE • CHICAGO, IL 60640-2712 • 773-275-9144

Perl programmer, HTML editor/author: July 1999 to May 2001.

Responsibilities: form handling with Perl; debugging of Perl, JavaScript, and HTML; authoring HTML forms and new sections for client Web sites; template generation for both forms and static pages; documentation of Perl scripts, CSS1/2 stylesheets and other aspects of Web site design; completing assignments before hard deadlines and to exacting client specifications.

HAGGEN INC. • 2211 RIMLAND DR • BELLINGHAM, WA 98226 • 360-733-8720

Cashier, bulk food clerk, courtesy clerk, video clerk: July 1992 to September 1999.

Responsibilities: extensive customer service and assistance; running end of day/week reports; handling of large sums of money for cash drops, till count-downs, and store closures on holidays; managing other cashiers.

SKILLS/EXPERIENCE

- PROGRAMMING: Perl, CGI, JavaScript, ASP, HTML, SSI, CSS, SQL, C/C++, *et al.*
- DATABASE SOFTWARE: Microsoft Access, MySQL.
- OTHER SOFTWARE: Microsoft Excel, PowerPoint, Word; Paint Shop Pro, *et al.*
- OPERATING SYSTEMS: Experienced with Windows and MS-DOS; Unix and MacOS.
- TYPING AND 10-KEY: 70 words per minute, by touch.
- CUSTOMER SERVICE: Fifteen years experience.
- INTERNET AND WORLD WIDE WEB: Nine years experience in classroom, professional, volunteer, and personal areas.
- READING, COMPREHENSION, SPELLING, GRAMMAR: Five years experience editing copy for a small press magazine.
- PC UPGRADE, TROUBLESHOOTING, INSTALLATION: Twelve years experience; software and hardware.

EDUCATION

WESTERN WASHINGTON UNIVERSITY

FALL 1996 TO SUMMER 2000

Major: Computer Science

Minor: Internet Resource Creation & Management

WHATCOM COMMUNITY COLLEGE

FALL 1994 TO SPRING 1997

Degree: Associate of Arts/Sciences

REFERENCES

JUDY J. OXFORD

Exec. Assistant, Geiger Engineers

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GENE BRESHEARS

Senior Technical Writer, Active Voice

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C. YVONNE DAILEY

Communication Specialist

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