

Dominic Dambro

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Objective

It is my strong desire to continue working in the Information Technology field. As my resume briefly describes, I have over 17 years' hands-on experience, touching on practically every aspect of computer and software-related service and support. **I will be moving back to Memphis**, my home for most of my life, at the end of June, 2016 and am concentrating my job search to that area.

Experience

Armordyne Computer Solutions Ashland, Ohio 08/2005 to Present
Operations Manager/Lead Bench Technician

Responsibilities as Operations Manager include, but are not limited to the organization of all store operations and allocation of responsibilities to personnel, including:

- Supervision and guidance of staff towards maximum performance, instituting workflow guidelines and measures for employee accountability
- Oversight of employee compliance with customer service standards

As lead bench technician, my responsibilities include, but are not limited to all manner of PC repair and troubleshooting, such as:

- Installing, maintaining and/or repairing hardware and software systems, including PC and Mac
- Troubleshooting a variety of computer software and hardware issues, as related by end-users
- Virus removal and setting up of computer security measures, including education of best practices for the general PC or Mac user
- Configuring and diagnosing home and business computer networks, wired and wireless
- Offering technical support on-site or via phone or email

Independent IT Contractor 06/1998 to Present
Owner

Over 17 years' experience troubleshooting and resolving technical problems for individual and business clients. Proficient with all PC-based hardware tasks as well as a wide variety of Windows-based software issues. Various contractor assignments have included:

- Diebold; Roving troubleshooter for Ashland County Election Commission
- Chandler Ehrlic Advertising Agency; PC construction, OS installations and upgrades
- Clovernook Center For The Blind; Network installation, computer upgrades
- Wendy's and Buffalo Wild Wings; franchise-wide PC maintenance and optimization, including virus removal, network troubleshooting and new PC builds.
- Laptop repair, including power jack and screen replacement
- Extensive experience with PC and laptop installation and repair, data management and recovery for such institutions as the Ashland City Police Department, Ashland County Court System, Ashland County Auditor and Samaritan Regional Health System

Waldenbooks; Memphis, TN

06/1999 to 08/2005

Manager

Responsible for maximizing store profitability by developing and executing strategies to achieve sales, customer service and operational goals. I have experience in recruiting, supervising, training and coaching staff to achieve results and guarantee future bench strength.

- Maintained consistent positive comps for last 4 years at the highest volume store in the Memphis/Nashville/Little Rock area district.
- As a District Manager Assistant, I oversaw the daily operations of Waldenbooks' seasonal business kiosks. This included 15 stores and about 75 employees.
- During my tenure at Borders/Waldenbooks, I have participated in and/or supervised many store openings, re-maps, inventories and off-site book fairs, all with a willingness to travel and work flexible hours.

Waves Music; Memphis, TN

05/1992 to 06/1999

Manager

Ensured store compliance with Company/Store policies and procedures while acting as a role model and holding employees accountable for meeting Company sales and service standards.

- Consistently maintained above average customer service "shops" by encouraging a sense of ownership among all levels of employees as well as a respect for the diversity of all individuals in the workplace.
- Established and monitored adherence to Company standards with respect to loss prevention, audit, shrink, hours, inventory management, budgets and all operational procedures.
- As the Regional Music Assistant, I was responsible for communicating developing artist trends to my fellow managers and voicing their product concerns with our corporate buyers.