

## Terek K. Williams

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### COMPUTER TRAINING & TECHNICAL SUPPORT PROFESSIONAL

#### ◆ Sales Automation ◆ Marketing ◆ Technical Support

Results-driven training and support specialist with proven record of achievement in computer training and technical support. Produced measurable results in sales force automation through training and support of sales reps in multiple divisions. Outstanding project management, technical, networking, training, and presentation skills. Extensive PC and Mac software experience:

- WordPerfect
  - Lotus 123
  - Microsoft Word
  - Microsoft Excel
  - Microsoft Access
  - Microsoft PowerPoint
  - Lotus Freelance
  - Norton Utilities
  - Windows (all versions)
  - Procomm
  - Linksys
  - Paradox
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### PROFESSIONAL EXPERIENCE

#### **Technical Administrator** 1998 - Present

Redding Homes, Inc. San Diego, CA

Manage, support, troubleshoot, and maintain sales automation system for major divisions of large homebuilding corporation. Provide onsite training and telephone support for multiple sales offices for general PC projects. Produce computerized/multimedia presentation materials for employee meetings and other functions. Involved in development, and testing of new software.

- Solely responsible for installation, training, and sales support of WinSell, a Windows-based sales/prospecting program for the homebuilding industry, resulting in 25% increase in sales rep efficiency.
- Instrumental in diagnosing and repairing system problems.

#### **Information Resource Specialist** 1994 - 1998

Metalworks, Inc. Vista, CA

Managed and maintained online electronic bulletin board for 2500+ users. Managed holding library and database, information acquisition program, and publication ordering system.

- Administrated and taught Novell Network System; liaison to outside vendors.
  - Trained and supported 100+ employees during network and software upgrades.
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### EDUCATION

#### **Bachelor of Science, Business Administration** 1994

San Diego State University, San Diego, CA

*Additional Training:*

“How to Teach People to Use Computers” Softsole Institute, Salem, OR

“Computer Training Support Conference,” Southeast Seminars, Orlando, FL

Excellent References furnished upon request