**Maxwell J. Sample**

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**PROFESSIONAL PROFILE**

* Eight years experience in information technology
* Several years experience in management, performance management customer service, recruitment, team building and staff development
* Strong background in programming, technical support, and web development
* Proven ability to problem solve and create effective solutions for clients

**EDUCATION**

 **Augsburg College** – Minneapolis, MN (Expected 20XX)

**Master of Business Administration**

**Mankato State University** –Mankato, MN (19XX)

**Bachelor of Science in Computer Information Systems Minor: Speech Communication**

**TECHNICAL EXPERIENCE**

**Technical Consultant**, **Active Logic Corporation** – Eagan, MN (20XX-20XX)

* Effectively set up, launched, maintained over 100 Web sites on a 24x7 basis.
* Created and maintained Web sites, user accounts, e-mail accounts, network security, and Web sites security.
* Successfully provided technical support, troubleshooting, and problem solving on both hardware and software to 30 employees, all external clients, and seven internal servers including backup and recovered data.

 **Web Developer, Active Logic Corporation** – Eagan, MN (20XX-20XX)

* Created and designed databases using SQL and Microsoft Access.
* Programmed, debugged, and tested Web pages using ASP programming language.

**Other programming languages:** **Assembler, RPG, SAS, PASCAL, SQL, C, and COBOL**.

**Business Analyst, 3M** – Saint Paul, MN (19XX-19XX)

* Implemented and provided 24x7 technical support to 32 countries in Asia, Africa, and Latin America.
* Generated test cases, tested, and trained 3M’s Global Customer Service representatives on the Customer Order Fulfillment System (COFS).

**Technical Analyst II, 3M** – Saint Paul, MN (19XX-19XX)

* Provided ongoing PC/LAN/Peripheral support for US Import/Export Services Department.
* Successfully installed/rebuilt over 100 PCs to Windows NT 3.51 and installed various software packages.
* Created, trained, and distributed training materials for all software packages to new Windows users.
* Supported on average 150 users (40 users more than a typical PC Analyst); coordinated and migrated all PCs to Windows NT 4.0.
* Assisted with the conversion and supported of approximately 800 Windows NT workstations running client/server applications distributed to over 40 sales centers nationwide including the Twin Cities.
* Created and tested scripts for automatic installation of software across distributed desktops.

**MANAGEMENT EXPERIENCE**

**Owner and Manager, Nail Zone/Radiant Nails** – Stillwater/Inver Grove Heights, MN (20XX-present)

* Established both enterprises in their entirety; salon design, decoration, and locations determination.
* Hired, developed, mentored, managed two teams of seven employees each and led them to success.
* Negotiated with vendors and contractors to determine the business needs; results double business and revenue.
* Provided hands-on quality control; ensured client satisfaction; monitored the business growth to guarantee solid reputation.
* Created and implemented marketing strategies.