

ARLENE M KLIEWER

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- **Computer Consultant/System Administrator**
- **IT Help Desk Technician**
- **Database Designer**
- **Graphic & Web Consultant/Designer**

Accomplished computer consultant with 28 years of experience managing computers, peripherals and network operations across multiple platforms (Unix, Linux, Windows). Effectively plan, install, configure and optimize IT equipment to ensure technology is achieving the client's goals. Become client's advocate when dealing with manufactures warranties and technical support issues.

Skilled technician with excellent troubleshooting and solving hardware-software compatibility issues. Comfortable managing computer, software, peripherals and networks. Create and deliver solutions to promote business growth, organizational development and systems/network optimization.

Basic database designer creating simple databases with Filemaker and MySQL, MS Access and Excel. Create mobile applications for updating records on phones/pad devices. Create website interface to update both Filemaker and MySQL databases.

Competent graphic/audio/video/digital editor with the ability to create graphic images, slideshows and movies to specifications. Edit and mix audio files for podcasts that are compatible with iTunes and RSS feeds. Capture analog audio and video and convert to modern digital formats. Create files suitable for computer and mobile devices by scanning books, magazines, and other materials, e.g., pdf, epub and mobi formats.

Proficient website designer creating both static and dynamic websites. Currently used software, Dreamweaver and Rapid Weaver. Currently used Content Management Systems (CMS), Joomla and WordPress. Very good at customizing website templates to fit client's requirements.

PROFESSIONAL EXPERIENCE

KEZWEBS - Roseville, CA **Jan. 2006 - Dec. 2011**

Owner / Web Design and Hosting

Created and hosted websites for small businesses and churches, including a custom homebuilder, hair salon and daycare. Produced weekly podcasts for church sermons and a talk show on KTKZ 1380.

COMPSULTANTS - Roseville, CA **Aug. 1992 - June 2001**

Owner / Consultant / Value-Added Reseller (VAR)

Created a thriving full-time computer consulting business. My business skills include networking, marketing, accounting etc. For marketing, I attended many events, including functions at the chamber of commerce, various organizations (e.g., LeTip and Toastmasters).

IT SKILLS

Technical Support
Phone & Online Support
Systems Installation,
Configuration &
Upgrading
LAN/WAN/NOC
Administration
Training & Tutoring
Basic Database Design &
Management
Adv. Spreadsheet Design
Macro Creations
Backup & Security
Solutions
Productivity
Improvement
Database Designer
Graphic Designer
Website Designer
Website Hosting

PROFICIENCIES:

OPERATING SYSTEMS:

FreeBSD
OS X/ iOS/ Fire OS
Windows/ DOS
Amiga 2000 / C64

HARDWARE:

PC/Mini Macs/ Laptops
Networks
Phones/Pads/Tablets
Scanners
Copiers/Printers
Switchers/Routers
Stereo Equip.
Projectors / Cameras
Thermostats
Any Technical Device

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Computer Consultant / System Admin. / Help Desk Technician

Provided system administration, computer and network installation as well as software training/tutoring. Supplied custom-built PC computers with all software installed and configured. Became a specialist of many different vertical market software.

Services Provided:

- Provided telephone technical support with remote control to troubleshoot, repair, or train clients.
- Inventoried all equipment, networks and software. Researched software and hardware requirements and submitted proposals for new items, upgrades, or training needed.
- After studying repetitive tasks. Submitted recommendation for new procedures, or implementation of new features, not currently being used by the client, that already existed in previously purchased software.
- Wrote training material, cheat sheets and proprietary checklists to handle client's specific needs and to support special vertical market software.
- Conducted small group training sessions or tutored clients in various computer tasks and software.
- Created customized automation with scripts, bat files and/or macros to assist the client in backups or other tasks.
- Created custom spreadsheets or databases for the client

VERTICAL MARKETS SPECIALTIES

Auto Repair Shops	Heating & AC	Plumbing
Lawyers	Optometrists	Self-Storage & Gates
Church Management	Real Estate Agents	Property Managers
Financial Advisors	Home Builders	And many others

CREDENTIALS

A+ OS Technologies Exam, Nov. 2001, **CompTIA**

A+ Core Hardware Exam, Nov. 2001, **CompTIA**

EDUCATION

California State University , Sacramento	Aug. 2003 – Dec. 2003
Sierra College , Rocklin, CA	A.A. of Liberal Arts - May 2003
Moorpark College , Moorpark, CA	Sept. 1990 - May 1991
California Lutheran University , Thousand Oaks, CA	Feb. 1986 – Dec. 1986
Southwest College , Chula Vista, CA	Jan. 1984 – Dec. 1985
Del Rey High School , Chula Vista, CA	Graduated early – Dec 1984

SOFTWARE:

WORD PROCESSORS:

Word/ Pages/ OpenOffice

SPREADSHEETS:

Excel/ Numbers/
OpenOffice

CUSTOMER RELATIONS :

ACT/ Gold Mine/
eGroupware

DATABASES:

MySQL/ Filemaker/ MS
Acces

CONTENT MANAGEMENT:

Joomla/ WordPress

GRAPHICS & DESIGN:

Adobe Creative Suite
Dreamweaver/
Rapid_Weaver
Fireworks/ Photoshop
iPhoto/ iMovie
Powerpoint/ Keynote

ACCOUNTING:

Quickbooks/ Quicken
iBank/ iBusiness
MYOB/ Peachtree
Business Works