

JOHN FULTON

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PROFESSIONAL OBJECTIVE

Dedicated and dependable employee seeking to offer practical experience and technical strengths to a client-focused company.

QUALIFICATIONS PROFILE

- **Programming & Editing:** Solid programming skills using widely accepted tools including HTML, Perl, PHP, and CSS. Skilled at creating high-impact graphics using Photoshop and Premiere. Able to create .pdf files and author DVDs from raw source data.
- **Hardware Support:** Fully-versed in hardware builds, repairs, and installs for PC-based equipment and peripherals. Effective at troubleshooting and resolving issues with standalone and networked systems. Proficient in managing database systems supporting core account management operations.
- **Web Design:** Experience designing, developing, implementing, and administering corporate websites. Demonstrated ability to manage content and complete upgrade projects on time.
- **Key Strengths:** Expert management of customer relationships for both routine service and escalated issues resolution. Able to convey complex technologies to team members from diverse backgrounds and professional disciplines. Talent for quickly learning and applying new information, procedures, and technologies. Exceptionally well-organized; able to multitask in fast-paced environments.

CORE TECHNOLOGIES:

Environments: MS Windows 9x/200x/XP/Vista/7, Linux

Applications: Adobe Photoshop, and Premiere; Quickbooks; Champion Profit Database; MS Office Suite (Excel, Word); MySQL; Apache HTTPd

Languages: BASIC, TCL, HTML, Perl, PHP, CSS

EXPERIENCE HIGHLIGHTS

QUICKWAY, RADFORD, VA

Manager (2013 to Present)

Supervised store opening and closing. Hiring and terminating employees. Scheduling employees. Training staff. Taking orders from walk-in customers as well as telephone orders. Ensuring ABC laws are followed. Managed inventory, and ordered stock. Reconciled daily receipts.

BENNY MARZANO'S, BLACKSBURG, VA

Manager (2011 to 2013)

Supervised store opening and closing. Making daily deposits. Forecasting daily supply requirements based on previous experience. Trained staff. Taking orders from walk-in customers as well as telephone orders. Repairing equipment, and helping with building remodeling.

GUMBY'S PIZZA, Blacksburg, VA

Manager (1997 to 2001, 2007 to 2011)

Guided retail operations for front-of-house and back-of-house operations. Supervised store opening, managed inventory and purchasing, and reconciled daily receipts. Forecast daily supply requirements based on seasonal and cyclical volumes. Trained and mentored staff. Responsible for taking orders from call-in and walk-in customers and using cash register and credit card machines. Producing large volume of orders in a quick paced environment. Repair and maintain faulty equipment.

CLASSIC FOOD SERVICES, Durham, NC

Caterer (2002 to 2007)

Provided point of contact service and account management to contracted clients valued at \$400,000 annually. Served as the primary point of contact for planning and executing events and for resolving issues with high profile clients. Scheduled and performed onsite equipment installation and repair. Ensured prompt service under stringent deadlines. Trained junior staff in service operations.

- Designed, developed, and administered the company's Web presence.
 - Administered and maintained the client database supporting \$40,000 in monthly sales.
 - Reestablished solid working partnerships with accounts in jeopardy by providing exceptional service and responsiveness to individual needs.
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EDUCATIONAL BACKGROUND

Bachelor of Science in Sociology / Bachelor of Arts in Political Science

Virginia Polytechnic Institute and State University, Blacksburg, VA