

Louis A. Bettencourt

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Qualifications

Experience supporting Windows through Win10, Windows Server through 2012, including Active Directory setup and management.
MS Office 2000-2013, Word, Access Expert, Excel Master, Outlook Expert, & VBA.
Advanced experience with Quality Assurance/Control
Experienced with Adobe PDF forms creation or conversions from other formats.
Recognized leader in training and employee development.
Diagnostics and repair of PC hardware, software, and networking. Statistical Process Control and Total Quality Management procedures.
Extensive supervisory, training, support & administrative experience.
Outstanding Customer Service and satisfaction abilities.
Experienced with Access/VFP/SQL Database Analysis and Reporting
Certified Office Manager & PC Support Specialist
High familiarity with industrial, financial, and legal concepts
Experienced in office and plant/industrial environments.

Senior Technical Support Analyst & IT Lead

2002-Present **Reaves Software** **Macon, GA**

Increased customer overall satisfaction with Tech Support Dept.
Advanced level analytics of databases, programming, and financial issues.
"Go-To Person" for advanced diagnostics with software, Windows, hardware, networks.
Installation & configuration of Ethernet networks. Advanced PC/ Network Support.
Developed well-received on-site software training classes for end-users, authoring user manual.
Authoring manual for Support Personnel that includes people skills training.
GUI advisor to programming department, assisted with many software enhancements.
Manage 15 employees, including scheduling, payroll, and new employee orientation.
Database analyst, regulatory advisor.
Put on monthly training classes for end-users and employees.

Technical Services / Quality Control Analyst

1995-2001 **CSR America (Granite Quarry)** **Macon, GA**

Developed & implemented spreadsheets/databases to improve process control and increase accuracy in Quality Assurance.
Trainer/support on Internal ERP (SAP) / QA programs, Windows, MSOffice
Trained incoming QC Technicians in ASTM methods & procedures.
QA Team Safety Rep, trained in OSHA/MSHA regulations & procedures.
Served as liaison and advisor to outside software developers.
Performed hardware, network, and printer technical services/support.
Prepared reports, letters, and maintained files for GA & FL DOT, mgmnt, and customers.
Researched, interpreted, and implemented AASHTO, ASTM, & DOT standards.
Analyzed, recommended, and modified production processes using SPC & TQM.

I have also served as a mechanic and assistant manager of a tire store for 4 years, and was an outside sales rep for a commercial/industrial supply company.