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Louis A. Bettencourt



Qualifications

Experience supporting Windows 9x, NT/2000, XP, Vista, Win7; Server 2000 & 2003.
 MS Office incl 2007, Access, PowerPoint, Publisher, Outlook, Front Page, & VBA.
 Advanced experience with Quality Assurance/Control
 Recognized leader in training & 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 in purchasing and vendor relations
 Certified Office Manager & PC Support Specialist

Technical Support Manager

2001- Major Software Company Macon, GA

Increased customer overall satisfaction with Tech Support Dept.
 "Go-To Person" for advanced diagnostics with software, Windows, hardware, networks.
 Installation & configuration of Ethernet networks.
 Advanced Operating System & Network Support.
 Developed well-received on-site software training 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 nine employees, train and supervise.

Technical Services / Quality Control

1995-2001 CSR America Macon, GA

Developed and implemented spreadsheets and databases that improved process control and increased accuracy in Quality Assurance.
 Used Excel 97/2000, Access 2000, PowerPoint 97/2000, Publisher 97/2000 and MS Project
 Assisted & trained personnel on Windows 95/98/NT, MSOffice 95/97/2000 & PC usage.
 Trained incoming QC Technicians in ASTM methods & procedures.
 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.

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Assistant Restaurant Manager

1993–1994 Schuster Enterprises Macon, GA

Reduced customer complaints, employee absenteeism, and waste.
Hired, trained, and supervised staff of 15 employees.
Responsible for daily, weekly, & monthly reports and inventories, cash reconciliation, employee time, and regular compliance with food and employee safety.
Maintained very high level of customer satisfaction.
Workplace Safety among best in franchise.
Hardware maintenance of POS system.

Sales Representative

1990–1993 Myers Tire Supply Atlanta, GA

Outside sales and customer service direct to businesses.
Compiled marketing research information and presented reports.
Received and resolved complaints from vendors and clients.
Assisted clients with supplies stock analysis and planning.

Service Director

1986–1990 Wall Tire, Inc. Albany, GA

Increased shop efficiency and cut 25% unnecessary overhead.
Nearly doubled add-on sales, value-added services.
Twice rewarded for excellence in customer satisfaction.
Helped install, configure, and train on POS computer system.
Training programs earned high recognition for reducing mistakes.
Safety Records for shop rated "Excellent" by corp.
Work order scheduling and coordination of services.
Responsible for shop supplies, equipment, and parts procurement.

Consultant/Installer

1998-2003 Self-Employment

Provided Computer advice, installation, support to end users.
Plan, install, configure local area networks.
Training & Assistance – MS Office 1997-2007