

FRANK N. HUMINSKI

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OBJECTIVE: Seeking a challenging and responsible position in Information Technology with an organization that values excellent technical knowledge combined with outstanding customer service experience and that encourages professional development.

EDUCATION: **CED Solutions**, Marietta, GA
Windows 2000 MCSE class

Western Maryland College (now McDaniel College), Westminster, MD
Bachelor of Arts in Communications & Theater Arts
May 1992

SUMMARY OF QUALIFICATIONS:

- Certifications: MCSE 2000
- 4+ years of Customer Service Experience, both face-to-face & via phone.
- Able to explain & resolve highly technical concepts and processes in non-technical terms.
- Operating System Proficiencies: Windows 95, 98, NT, ME, 2000, XP; Mac O/S
- Software Proficiencies
 - Office 95, 97 & 2000 (Word, Excel, Access, PowerPoint, Publisher, Outlook)
 - Web/Graphics Design: HTML; MS FrontPage; MS FrontPage Express; MS Image Composer, Netscape Composer
 - Inventory & Sales Management: Rental & Production Manager
 - Applications/Utilities: Adobe Acrobat; Word Perfect; Quicken; WinZip; SmartFTP; Telnet; DOS/Windows ftp; ACT!; McAfee Firewall; Adobe PageMaker; Lotus Notes
 - Mail services: Eudora; Eudora Lite; MS Mail; Netscape Communicator; Outlook; Outlook Express; Web Mail
- Hardware Installation:
 - Category 3 and Category 5 twisted pair cable installations
 - Build, troubleshoot, repair and upgrade PCs and peripherals
- Network Services: MS Internet Explorer; AOL Explorer; Netscape; TCP/IP
- Back Office: Home networking with Windows XP
- Proven communication and problem solving skills.
- Proven ability to handle multiple tasks & multiple deadlines.
- Independent and original thinker and worker.
- Continued education with classes in Team Leadership and Dealing With Difficult People.

WORK EXPERIENCE:

1995-Present

Harmony Hall Regional Center, Fort Washington, MD

Assistant Technical Director (10/01 - Present): Directly supervised technical staff, user groups, and volunteers. Trained same in usage of lighting & sound equipment, and power tools. Responsible for troubleshooting software and system issues with department computers and peripherals on WINDOWS 98 and WINDOWS 2000 platforms. Diagnosed problems with facility & facility equipment; repaired it in-house when possible, arranged for repair when not. Maintained records and inventories of all equipment & supplies, as well as records for possible future equipment purchases. In absence of Technical Director, fulfilled the responsibilities of that position.

Technician (5/95 - 10/01): Provided technical support for user groups who utilized the John Addison Concert Hall, including load-ins, lighting, sound, construction, and stage management; performed maintenance for the facility and of the equipment.

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1997-2001

Kinetic Artistry, Inc., Takoma Park, MD

Rental & Facility Manager (10/99 - 10/01): Directly responsible for the day-to-day operations of the Rental Department & company facilities. Interacted directly with customers, both face-to-face & via telephone, to determine their requirements and recommended multiple solutions based on their requirements and finances. Investigated and resolved all customer complaints with equipment, either remotely via telephone or personally at their site. Responsible for troubleshooting and upgrading department computers on WINDOWS 98 and WINDOWS 2000 platforms and peripherals. Maintained and updated company website. Hired, trained, & supervised staff in the overall workings of warehouse operations & the rental department. Developed and implemented procedural policies that reduced customer complaints by more than 60 percent. Prepared contractual and billing paperwork. Trained customers in proper usage of equipment. Supervised rental inventory controls, maintenance, & repair. Investigated and evaluated new technologies and recommended expansions to the rental inventory. Resolved all maintenance, improvement, and upkeep issues for all company facilities. Negotiated with contractors for services that could not be provided by staff. Scheduled and coordinated deliveries and vehicular needs for entire company, & oversaw maintenance and upkeep of company motor pool.

Assistant Rental & Warehouse Manager (08/99 - 10/99): Supervised staff on a daily basis in the overall workings of the warehouse & rental department; created and prepared orders of rental equipment for customers, prepared rental and billing paperwork for the rentals, responsible for troubleshooting and upgrading department computers on WINDOWS 98 and WINDOWS 2000 platforms and peripherals. Maintained and updated company website. Instructed customers in proper usage of equipment, resolved customer problems and issues, & continued to supervise the Shipping & Receiving Department.

Supervisor, Shipping & Receiving Department (10/97 - 08/99): Prepared materials for shipping via various carriers, checked in & received all incoming materials, tracked materials for installations; performed maintenance of facility and equipment.

Shop Technician (05/97 - 10/97): Prepared equipment for rental orders, instructed customers in proper usage of equipment, & performed maintenance of facility and equipment.

WORK RELATED EXPERIENCE:

1989-1992

Western Maryland College (now McDaniel College), Westminster, MD

Computer Center Assistant: Provided first tier support to students and faculty utilizing college computers, printers, and other peripherals. Performed general maintenance of hardware, ran weekly anti-viral scans, performed data recovery, instructed students in the use of word processing and graphics software, assisted students with writing technique.

VOLUNTEER EXPERIENCE:

1995-2003

Fantek, Fort Washington, MD

Security Commander: Supervised volunteer staff at two conventions per year to ensure the safety and well being of convention attendees, acted as liaison between hotel and attendees, provided emergency medical and other services as required, acted as mediator for disruptive interpersonal conflicts, kept logs and records of all incidents.

Food Bank Organizer: Collected and disbursed donations to the food bank as necessary. Solicited donations for the food bank, ensured freshness and suitability of donations, prepared and delivered disbursements.

1998-Present

Barking Mad Productions, Herndon, VA

Game Room Coordinator: Organized and scheduled events in the game room for two conventions a year; recruited volunteers to run events, solicited game companies for donations of materials for events and prizes, coordinated layout of room with hotel, resolved disputes when necessary.

References Available Upon Request