

Dylan Grow

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4216 Rawley Road New Bern, NC

Overview

- I am a hard worker and dependable. I enjoy learning new things. I enjoy helping others. I am easy to get along with.
- I love to be on the computer it has been my passion since I was a child. My specialty would be taking the hardware apart to discover what is wrong with it.
- I am proficient in most operating systems; Windows, Linux, and Mac OS, as well as Windows Mobile.
 - I am very comfortable with Microsoft business suites; Outlook, Word, Excel, and PowerPoint 2016.

Key Words

[certified](#) [computer](#) [microsoft](#) [customers](#) [them](#) [sales](#) [business](#) [technology](#) [knowledge](#) [manager](#)

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Objective

- To obtain a position that enables me to use my strong organizational skills, educational background, and ability to work well with people.

Employment History

02/05, 03/12	Grow Audio & Video Manager	New Bern, NC
	<ul style="list-style-type: none">• Addressed customer inquiries; interpreted and delivered information; proposed suggestions; provided guidance; identified, investigated and negotiated conflicts. Promoted products and services; generated leads and started sales.	
01/07, 03/12	Community Quick Lube Manager	New Bern, NC
	<ul style="list-style-type: none">• Trained, coached, supervised and evaluated staff members. Achieved computer proficiency; demonstrated knowledge of Microsoft Word, Excel, PowerPoint, Publisher, all Internet functions.	
03/12, 06/12	Denuvem Admin Associate	Virginia Beach, VA
	<ul style="list-style-type: none">• I migrated customers into the cloud from Microsoft live to office 365. Using outlook, and their cloud services.<ul style="list-style-type: none">• I had to collaborate with my customers using Remote Desktop support applications like Citrix, Join.me, and Splashtop.• I was able to create a few websites for my company using GoDaddy, my knowledge of HTML, and the Microsoft website editor similar to Weebly.• I collaborated with my customers via telephone. Keeping contact with them as I remotely controlled their machine, diligently keeping them informed of their computer's progress.	
03/12, 11/12	Lesner Inn Valet/Caterer	Virginia Beach, VA
	<ul style="list-style-type: none">• As a Valet, I promptly parked the guests' cars.• I was in charge of custodial duties for the foyer. Ensuring the first thing the customers saw was a professional and aesthetic appearance.	
03/12, 06/12	Anytime Fitness Sales Floor Associate	Virginia Beach, VA
	<ul style="list-style-type: none">• General janitorial work.• I sold memberships for the facility, I was the lead sales associate for the month of May. I toured the prospects of our facility enabling them to make the choice to be a member at our gym.	
02/15, 09/16	Toyota of New Bern Salesman	New Bern, NC
	<ul style="list-style-type: none">• Checked in new cars• Worked in BDC, took sales leads and brought traffic into dealership.• TECH GURU. (i.e. Would perform customer deliveries. Sync Bluetooth, knowing the brand thoroughly.)• Toyota TRUCK master certified	

10/16, 11/16

- Toyota sales master certified
- I won several product specialist video submissions for my store. (youtube)

Riverside CJDSMF

New Bern, NC

Product Specialist

- Sold new and used
- Mitsubishi Certified
- Chrysler Certified
- Jeep Certified
- Dodge Certified
- Subaru Certified

Education

2010

New Bern High School

New Bern, NC

High School Diploma

- I focused my studies in High School in computer science, completing all of the information technology requirements.
 - The classes I completed was Networking 1 + 2, Computer Basics, Computer Business Management, as well as Digital Designs

2009 - 2012

Craven Community College

New Bern, NC

Plan to transfer to University

- I focused my studies in computer science. I also got involved in some of the community IT groups.
- Machining 101
 - I was also the web adviser for the machinists guild. I designed their webpage and allowed the community to interact updating their contact information.
- Math 131
- Technology & Society
- World History

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