

# Dylan Grow

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4216 Rawley Road New Bern, NC

## Overview

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- 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  
**Similar Resumes**

## Objective

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

## Employment History

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02/05, 03/12	<b>Grow Audio &amp; Video</b> Manager <ul style="list-style-type: none"><li>• 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.</li></ul>	New Bern, NC
01/07, 03/12	<b>Community Quick Lube</b> Manager <ul style="list-style-type: none"><li>• Trained, coached, supervised and evaluated staff members. Achieved computer proficiency; demonstrated knowledge of Microsoft Word, Excel, PowerPoint, Publisher, all Internet functions.</li></ul>	New Bern, NC
03/12, 06/12	<b>Denuvem</b> Admin Associate <ul style="list-style-type: none"><li>• I migrated customers into the cloud from Microsoft live to office 365. Using outlook, and their cloud services.<ul style="list-style-type: none"><li>• I had to collaborate with my customers using Remote Desktop support applications like Citrix, Join.me, and Splashtop.</li><li>• 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.</li></ul></li><li>• 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.</li></ul>	Virginia Beach, VA
03/12, 11/12	<b>Lesner Inn</b> Valet/Caterer <ul style="list-style-type: none"><li>• As a Valet, I promptly parked the guests' cars.</li><li>• I was in charge of custodial duties for the foyer. Ensuring the first thing the customers saw was a professional and aesthetic appearance.</li></ul>	Virginia Beach, VA
03/12, 06/12	<b>Anytime Fitness</b> Sales Floor Associate <ul style="list-style-type: none"><li>• General janitorial work.</li><li>• 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.</li></ul>	Virginia Beach, VA
02/15, 09/16	<b>Toyota of New Bern</b> Salesman <ul style="list-style-type: none"><li>• Checked in new cars</li><li>• Worked in BDC, took sales leads and brought traffic into dealership.</li><li>• TECH GURU. (i.e. Would perform customer deliveries. Sync Bluetooth, knowing the brand thoroughly.)</li><li>• Toyota TRUCK master certified</li></ul>	New Bern, NC

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**

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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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