

C.W.Holeman III

available@cwholemaniii.com

www.cwholemaniii.com

(760) 527-4707

EXPERIENCE, HISTORY, EDUCATION:

Technical Support Engineer: *Oracle Corporation. Bozeman, MT: 2015 - 2019.*

- Provided break/fix technical support on complex issues for Oracle Service Cloud customers & internal sites.
- Helped maintain and improve internal and customer facing knowledge bases; created documentation at four times the required rate.
- Instigated & created an SQL Query Library for the Technical Support Group.
- Collaborated with teams across the country (MT, FL, UT, TX, & CA) as well as worldwide: China, Romania, the UK, & more.

Assistant Manager & Lead Customer Services Representative: *Sunrise English Training Center & Coffee Shop. Nanchang, China: 2014 - 2015.*

- Interviewing and hiring local employees.
- Training employees in cashiering, customer relations, safe food preparation & handling.
- Optimizing employee workflows from food preparation to general processes & procedures.
- Point of Sale system design, schema, & logic paths.

Mobility & Technology Supervisor & Certified Onsite Technician: *Staples Incorporated. Bozeman, MT: 2012 - 2014.*

- Computer and general electronics sales.
- Set daily priorities for technicians and salesmen, managed workflows and priorities.
- Created new processes for streamlining and ensuring reliability of workflows.
- Independent in-home computer diagnostics and repair.
- Handling customer relations.
- Incentivize employees to meet or exceed weekly sales goals.

Computer Science Student: *Palomar College. San Marcos, CA: 2008-2011.*

- **Associate of Arts in Computer Science.**
- Cumulative GPA: 3.8.

Member 2 terms, Chairman 2 years: *Julian Historic District Architectural Review Board, Julian, CA. 2005-2011.*

- Worked with fellow board members and the public to examine, process, modify and approve architectural designs for residences, businesses and public works projects.
- Balanced and harmonized county requirements with "customer" needs and abilities.

Webmaster: *Hillside Community Church. Julian, CA. 2007-2009.*

- Designed, built, and maintained website.

Engineering Assistant: *Land America Incorporated. San Diego, CA. 2006-2008.*

- Created GIS radius packages for various counties.
- Utilized databases in conjunction with GIS map layers - Microsoft Access.
- Compiled county wide GIS parcel map from many sub-components.
- Occasional customer contact for department (phone, email, & in-person contact).