

SAM REKKEN

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SUMMARY OF QUALIFICATIONS

A results-oriented professional with excellent qualifications relating to operations, sales/marketing, customer service, training and it management. A highly motivated and creative executive who is pro-active and diverse with a wide array of responsibilities. Continuously monitor the effectiveness and efficiency of procedures and make recommendations resulting in enhanced profitability. Skilled in assessing requirements, determining priorities, analyzing course of action and making adjustments for peak efficiency and profitability.

Command outstanding communication skills, interacting effectively with levels of management, staff and clientele. Self-motivated and disciplined as well as committed to team participation and development. Utilize exemplary time management and operational skills. Coordinate multiple projects simultaneously. Aware of the need for quality customer service with the ability to meet or exceed client expectations. Work well under stress or time constraints, resolving issues with tact and diplomacy. Present a professional and positive company image at all times.

Key Strengths Include:

- Management experience with the ability to successfully motivate personnel.
- Organized and accurate, work efficiently independently or as part of a cooperative team effort.
- Strategically plan project directions and management systems which result in the most effective performance levels.
- Organized and analytical with sound problem-solving and decision making abilities.
- Can analyze any situation and promptly formulate a plan.
- Precise and thorough, maintaining accuracy and quality in work performance.

PROFESSIONAL EXPERIENCE

Very Successful Financial, Inc. • **IT Director**

Responsibilities include all aspects of providing project plans, administering policies and goals and analyzing department needs. Coordinate the processing of commissions for representatives. Collaborate with multiple departments to determine operational needs. Manage system design and implementation as well as developing new company information processing systems and making modifications as needed. Ensure that all information technology personnel follow policies and procedures and maintain/update computer equipment, hardware, and software to meet organizational requirements.

Research vendors and negotiate departmental purchases. Directly accountable for network administration, desktop support, virus protection, backups for both on and off-site locations and provide a high level of support to users. Prepare a high volume of reports, monitor email and administer the telephone and voicemail systems. Provide detailed training to staff and resolve any issues or concerns. Manage a high volume of calls, setup new users, create manuals and instructions pamphlets and schedule workflow on a daily basis. Create and maintain multiple databases. Maintain company website. (2000 to Present)

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PROFESSIONAL EXPERIENCE (Continued)**ABCD Communications • Database Administration/Development**

Directly accountable for the accurate and timely administration and maintenance of a large database created for a company sales system. Provided detailed, in-depth and ongoing training on the appropriate usage and management of the application. Created, formatted and managed an extensive volume of reports and resolved any issues or concerns. (1999)

Mr. Fields Bake Shop • Manager

Supervised a group of servers, cashiers, pastry chefs and chefs in daily operations for this high volume bakery and sandwich shop. Oversaw and scheduled personnel to ensure peak periods were accurately and efficiently covered at all times. Interacted closely with customers in answering questions and resolving any issues or concerns. Prepared financial reports, oversaw cash/credit card processing and managed budgets. Ordered products and supplies and worked with a variety of vendors. Maintained store appearance and ensured the highest possible level of customer service at all times. (1998 to 1999)

New Town Costume & Magic Shop • Magician/Special Effects

Interacted closely with clients in retail sales as well as working as a magician at children's parties, various non-profit shows and other events. Handled all costume repairs and modifications as well as scheduling fitting sessions. Completed all special effects make-up and maintained a superior knowledge of a variety of make-up products and special effects items. Evaluated products and ordered items. Maintained product stock levels and specialty items. (1994 to 1996)

EDUCATIONAL BACKGROUND

A+ Certification • New Horizons – Santa Ana, CA
 Microsoft Access Development • Intermediate and Beginner Courses – New Horizons – Santa Ana, CA
 Website Development • Multimedia Workshops – Los Angeles, CA
 Special Effects • Pasadena Community College – Simi Valley, CA
 Chiropractic Studies • Pasadena Community College – Simi Valley, CA
 Graduate • MK High School – Simi Valley, CA

TECHNICAL SKILLS (Include)

Apple/Mac • OS/2 • Windows 2000/XP/98/NT • Windows Server 2003 • Microsoft Office Suite 97-2007
 WordPerfect • Backup Exec • Symantec Anti-Virus • MS Works • PagerMaker • Access Developing
 DB Admin Reporting • HTML • WebPage Developing • Adobe Photoshop
 Server Administration • Network Administration • Desktop Support
 Mail Server Administration • PDA • Mappoint • Payroll Processing Systems • Imaging Systems
Keyboarding Speed: 65 wpm

Multilingual: Thai • Spanish • English

OPEN TO TRAVEL/RELOCATION

REFERENCES: Available upon Request

COMPENSATION: Open to Negotiation