

THOMAS R. BEARDMORE

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OBJECTIVE A technical support/customer service management and leadership position with a customer-centric organization, directing resources to the successful conclusion of mission-critical projects, achieved through the utilization of effective management skills and extensive practical experience.

ACHIEVEMENTS Successfully designed, staffed, and implemented the HelpDesk department at Powered, Inc., responding to end user questions, technical support concerns, and customer satisfaction issues.

Effectively managed two technical support & customer service groups at APS Technologies and Powered, Inc., consistently receiving high-satisfaction ratings from end-users and clients.

Individually selected to serve as ombudsman to the office of the President at APS Technologies to resolve urgent and high-profile customer satisfaction issues.

Regularly participated in the planning and execution of product launches at APS Technologies and TechWorks.

Effectively leveraged compositional skills to create online documentation, copy for corporate websites, product manuals, operations & procedures manuals, and correspondence with media. Guest-authored chapters in the books *The Complete Guide to Mac Backup Management* and *Managing AppleShare & Workgroup Servers*, written by Dorian Cougias, developer of the Apple Computer's Certified Server Engineer Program.

Successfully campaigned for a seat on Leander City Council, and continue to serve in that capacity as well as serving on several city commissions and subcommittees.

Faithfully served as a member of the Board of Directors of the Oak Ridge Homeowners Association in Leander, Texas, having completed four years' of service. Held the offices of Secretary, Vice-President and President, resigning in May, 2001. Remain active with several committees, as webmaster of the Association's website, and editor of its newsletter.

EXPERIENCE Powered, Incorporated, Austin, Texas February, 2000 – November, 2001
Manager, HelpDesk Group

Created, staffed and managed the Powered HelpDesk, providing technical support and customer service to the users of the online universities and learning centers developed for Powered's clients. Responsibilities included: 1) design and implementation of HelpDesk infrastructure, staffing, management and reporting; 2) coordination between the Powered HelpDesk and its clients' support organizations to seamlessly handoff escalations; 3) development and maintenance of knowledgebases unique to each online university; 4) troubleshooting of escalated student access and usage troubles; 5) direct one-to-one resolution of escalated customer satisfaction matters.

iDOT.computers, Austin, Texas

June, 1998 – February, 2000

Online Evangelist, Creative Services

Marketing content creator and editor for iDOT.computers, a startup PC manufacturer that markets and sells personal computer systems primarily through its e-commerce website. Principle functions include: 1) web content creation for iDOT.com's e-commerce website, including product photography and text content for sales & support; 2) author and editor of product support materials, including owner's manuals and related items; 3) creation and editing of biweekly customer e-newsletter; 4) product review management, responsible for placement of iDOT.com's PC systems with major PC-centric magazines and internet sites for review; 5) competitive analysis, responsible for the gathering and preparation of competitive weekly reports and trend analysis; 6) corporate photographer (for brochures, manuals, and website); 7) company representation at PC User groups, seminars, internet-based forums, newsgroups, and popular services such as AOL and CompuServe.

TechWorks Corporation, Austin, Texas

December, 1997 - June, 1998

Ultimate Upgrades™ Product Manager

Manager of TechWorks' Ultimate Upgrades™ ("U²") e-commerce website. Responsibilities included: 1) concept development, process design and implementation; 2) coordination and integration of the U² website with all associated departments within TechWorks; 3) management of the development of the website's proprietary software components through third-party outsourcing; and 4) project reporting to executive management.

Power Computing Corp., Austin, Texas

November, 1996 - December, 1997

Online Evangelist

Official online "voice" of Power Computing Corporation, a former manufacturer of Macintosh-compatible computer systems, promoting the Macintosh platform and the advantages of Power Computing's systems versus competitive products. Responsibilities included: 1) promotion and evangelism of Mac OS platform and specifically Power Computing's systems via online representation at Mac OS-centric Websites and Usenet areas of the internet, as well as on popular online services such as America Online and CompuServe; 2) daily collection and distribution of relevant articles and news items from these same online sources to appropriate personnel within the company; 3) representation of the company and its products at major computer trade shows and at user group meetings throughout the U.S. and Canada; and 4) development and posting of daily news items on the company's website relevant to the company and the industry.

APS Technologies, Kansas City, Missouri

May, 1991 - November, 1996

Manager, Technical Resources

March, 1995 - November, 1996

Management and operation of the Technical Resource Center at APS Technologies, a leading manufacturer and vendor of hardware storage solutions, and accessories for Windows-based PC's and Apple Macintosh computers. Departmental responsibilities included: 1) the collection, validation, organization, and distribution of technical information relevant to APS products for use internally and for public consumption; 2) evaluation and compatibility testing of new products with Apple and third-party systems, including storage devices, firmware revisions, and software; 3) verification and resolution of difficult-to-solve problems escalated to the Technical Resource Center by management and senior staff; 4) creation and maintenance of the APS Technical Support Query database, used by the Help Center staff and published on the World Wide Web; and 5) management of departmental resources, including personnel, equipment, and budgets.

Supervisor, Help Center

March, 1993 - March, 1995

Supervision and management of a staff of twenty-eight persons whose functions included the inbound telephone technical support of APS products and/or customer satisfaction issues. In addition to those duties of the Senior Support Analyst (below), principal responsibilities included: 1) recruitment, training, management, and termination of staff members; 2) employee counseling and performance reviews; 3) recommendations for promotions and salary increases; and 4) creation of proposals and weekly reporting to senior management.

Senior Support Analyst, Help Center

July, 1992 - March, 1993

Principal responsibilities included telephone-based technical support, diagnostics, and troubleshooting of SCSI storage products, peripherals, accessories and software. Additional duties included the creation of return repair authorizations for defective or non-functional products, and customer support/customer satisfaction issues.

Prior employment history available upon request

ASSETS

Superior communication, presentation, technical, and training skills. Exceptional customer-centric focus.

Unique and effective problem-solving skills.

Well-experienced in Windows-based and Macintosh-based platforms. Familiarity with a wide range of applications including desktop publishing, multimedia, connectivity mechanisms, internet applications, and mixed platform integration.

Experienced with HTML and the creation of Web Pages on the World Wide Web.

Experienced with computer-based video editing tools.

Familiarity with fundamental programming environments and concepts.

EDUCATION

University of Nebraska, Omaha, Nebraska

Major: Physics

Minor: Mathematics

Bachelor of Science Degree in Physics

REFERENCES

Furnished upon request