Charles A Gastley

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**Objective**: A challenging position as a team player or supervisor in a

Small to medium size company.

**Experience:**

**January 27 2011 to Current**

**Duplicating Products**

* Copier Repair and Service
* Troubleshooting and Repair , Networking
* Moved to IT technical Support Customer Service
* Started the DPI Help Desk
* Call center setup and configure
* Average of about 25 Calls Per day computer configuration Drivers and more.

**June 2006 World Wide Mfg. Dawsonville, Ga.**

**September 21, 2009**

* Assembly and Production Line builds
* Organizing parts and time for quality product
* Worked in machine shop fabricating parts.
* Parts Manager and cage operator. Ordering and pulling parts for jobs to work orders. Yearly inventory
* Went to customers for repairs and collaboration of products, Problem solving, troubleshooting.
* Fork lift certified,
* Wired computer networks, repaired pcs, Barcode scanners
* Used Fabritrac software. Excel, Word, PowerPoint.
* Made Jigs and special device to make job easier.
* Worked on products for Siemens, Ascom, Vanderlande, Leggit, GB, and Innovative.

**April 2004 Lanier Worldwide Atlanta, Ga.**

**To Oct. 2004 Service Technician**

* Provided customer services to organizations in such fields as medicine
* And medical services, engineering and education.
* Conferred with potential customers to ascertain equipment, supplies and Service needs.
* Advised customers on types of equipment to purchase, considering such
* Factors as cost, space availability and intended use.
* Reviewed articles in trade publications to keep abreast of technological Developments.
* Resolved customer complaints regarding equipment, supplies and services.

**February 2001 Duplicating Products Gainesville Ga.**

**To April 2004 Copier Technician**

* Conversed with equipment operators to ascertain problems with equipment
* Before breakdown and to determine if breakdown was due to human error or Mechanical problems.
* Tested faulty equipment and applied knowledge of functional operation of
* Electronic units and systems to diagnose cause of malfunctions.
* Replaced defective components and wiring and adjusted mechanical parts,
* Using hand tools and soldering iron. · Maintained records of repairs, calibrations and tests.

**January 1999 Americas Home Place Gainesville Ga.**

**To January2001 Computer Technician**

* Maintained and setup new user security accounts for Windows NT 4.0Server.
* Did troubleshooting, diagnosed, installed, upgraded, configured, and
* Repaired computer systems and network system components...
* Installed and interfaced computer hardware including multimedia, memory
* And video components and systems.
* Maintained all CAT-5 and infrared ports around the station using the
* Punch down tool and other related tools, serviced all quad racks, battery
* Chargers and kept track of stock items.
* Provided technical support for problems with sound cards, video cards,
* Network cards, modems, hard drives, hard disk controllers, and PCI Bridges.
* Changed motherboard jumper settings.
* Was instrumental in setting up tech Support.
* Provided technical support to end-users in hardware/software Proficiency.
* Purchased and maintained Dell Computers and Laptops.

**March 1996 Micro Distribution Center Lawrenceville Ga.**

**To June 1999 Computer Technician**

* Executed daily operations of assembly line production, QA, Parts, and RMA.
* Obtained information on limitations of existing system and capabilities
* Required for projected workload.
* Analyzed information to determine, recommend and plan layout for type of
* Computers, peripheral equipment and modifications to existing system.
* Restructured and improved Burn in and testing stations.
* Did troubleshooting, diagnosed, installed, upgraded, configured, and
* Repaired computer systems and network system components.

**Education: Lanier Tech Oakwood Ga.**

None 1997, 2006

· Started to pursue a degree in CAD software and drafting.

·. Completed Micro Computer courses.

**East Hall High School Gainesville Ga.**

Diploma 1995

· Significant courses included: Computer Technology classes, typing, Windows and Mac,

Microsoft Office,

**References:** Excellent professional references available upon request.

**Years of relevant work experience:** 25 Years

**Date of Availability:** ASAP

**Work Status:** US - I am authorized to work in this country for any

Employer.

**Target Job Title:** Sales/Technical **Alternate Target Job Title**: Electronic/ assembly

**Desired Job Type**: Employee **Desired Status:** Full-Time