

Rick Hight

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Objective & Summary

Highly motivated self-starter with years of experience in software and product demonstration/presentation/training. Experience in building and maintaining relationships with prospective and existing clients using various forms of technology. Verified ability and success in developing and leading sales/support/training teams towards achieving excellence. Actions are guided with an entrepreneurial spirit and a company/customer-first mentality. Interested in a career built upon the development and implementation of professional-grade solutions which will both challenge and enhance my abilities.

Skill Summary

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| •Software demonstration, presentation and customization | •Advanced hardware/software troubleshooting and repair | •Proficient in technical writing |
| •Develops demo-ready software presentations | •Leverages various scripting/programming languages to customize solutions | •Applies newly learned skills immediately and efficaciously |
| •Software configuration and implementation | •Knowledge of circuitry and general electronics | •Excellent analytical, communication and presentation skills |
| •Professional phone-based and on-site technical support post implementation | •Manages multiple projects to completion simultaneously | •Ability to quickly observe problems to instantly see and implement a solution |

Experience

Polaris Associates, Inc

2015 – Current

Position Held: Presales Engineer

- Oracle Reporting Specialist with a focus on software demonstration and training
- Lead point of contact for software demonstration to potential clients of Polaris Associates
- Develops and administers comprehensive end-user and administrator training courses for Oracle reporting software, Reporting Workbench & Orbit Analytics
- Produces complete software marketing and training video presentations that can be viewed at <https://vimeo.com/polarisassociates>
- Telephonic support for technical and functional clients including proof of concept training & support
- Technical writer for software documentation and company blog posts

Systems Atlanta, Inc

2013 – 2015

Positions Held: Technical Support Technician/Database Developer/Trainer

- Lead database UI developer and Business Development technical trainer for Information Display Systems (IDS)

- Produces complete software marketing video presentations that can be viewed at <http://www.youtube.com/SystemsAtlanta>
- Produces comprehensive software training tutorial/demonstration videos fielded with software at implementation (customers include United States Army, Airforce, Guard and FAA Airports)
- Develops and demonstrates multiple and interconnected facility designs to include Air Traffic Control, Range Control, Airport Operations, Airport Status Map, Fire Department, Security Forces and Field Maintenance
- Develops technical documents for product support, training and troubleshooting purposes
- On-site/telephonic requirements gathering, product implementation and configuration
- Post-implementation support specialist
- Telephonic support for technical and functional clients
- Software Quality Assurance and Regression tester
- Designs custom graphics for web use, display UI & software design
- Maintains/updates company website (Joomla platform)

Command IT Solutions, Inc

2012 - 2014

Positions Held: Owner/Operator & Senior Technician

- Leading developer of a services company with partners built upon remote, on-site, and phone-based technical support targeted at small to medium sized business
- Installs, configures, and maintains hardware for clients including monitors, printers, hard drives, memory, motherboards, networking equipment, etc
- Is familiar with and can work on domain administration using the MS Server 2003 and later platform including web/file/exchange server administration, Active Directory Policies, and VPN administration
- Employs phone-based communication skills combined with remote system administration to provide software-related solutions to clients
- Leverages Microsoft .NET (Visual Basic) programming experience to build application-based solutions tailored to fit client needs
- Skillful in creating and maintaining LAN/WAN/WIFI, as well as peripheral setup
- Adept in software troubleshooting including Windows, Mac, and Linux
- Created a standard operating procedure involving custom-written software, which assists in workflow management to ensure a uniform and exceptional customer experience
- Proficient with utilizing Microsoft Office Suite including Excel VBA for productivity and data analysis
- Developed and executed marketing and sales strategies
- Managed an exclusive customer base including BTB relationships and individual clients

OfficeMax Inc.

2005 - 2013

Positions Held: Operations Manager, In-Store Computer Repair Technician, Graphic Designer, Logistics Manager, Technology/Product Specialist

- Over 7 years of sales presentation experience in various product, technical support, document production and operational working environments
- Strong focus on training and executing sales presentations
- Effectively communicated benefits of on-site IT services and software offered by the company and recommended a total solution to clients
- Achieved several top performer awards for sales in private label technology repair services