David Erlick
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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduated: May 2010
Major: Management Information Systems
GPA: 3.05

INFORMATION TECHNOLOGY SKILLS:

Analysis:	Microsoft Visio, POM-OM, OmniGraffle, OmniOutliner
Database Management:	Oracle 9i, Microsoft SQL, Access, MySQL, PL/SQL
Operating Systems:	Microsoft Windows 95 - 7, Macintosh OS X, Linux
Enterprise Applications:	Windows Server NT, 2000, 2003, 2008, VMWare
Software Development:	Visual Studio.NET, XCode IDE
Web Development:	HTML, XML, Flash, JavaScript, WordPress, Exchange
Project Management:	Microsoft Project, SharePoint, Merlin

INFORMATION TECHNOLOGY CERTIFICATIONS:
- Microsoft Certified Professional (MCP), Windows Professional/Server
- CompTIA A+

CAREER RELATED EXPERIENCE:

THE COMCAST CORPORATION, Horsham, PA   November 2012 - Present
CAE 3 – Commercial Customer Service Tier 1
- Excelled in the fast-paced and demanding environment of the Central Division's main Business Class call center, which covers much of the Midwest and southern US. This includes the major metropolitan areas of Miami, Atlanta and Chicago, among others.
- Handled an average of 30-40 calls per day covering a diverse range of topics including billing, changes of service, troubleshooting of business TV, internet, and phones as well as acting as a product consultant for the various Comcast Business Class products offered.
- Achieved a Highly Effective rating in every month since January 2013 and have received multiple awards for call quality and ranked as one of the "Best of the Best" in the center.

ERLICK COMPUTER HELP, Wyncote, PA   June 2004 – November 2012
Computer Service Provider
- Negotiated and Managed more than 400 residential and commercial client contracts for computer and network installation and configuration, troubleshooting hardware, operating systems, software applications, peripherals, and other support.
- Trained users in computer basics, email, internet, computer security, and other topics.
- Performed subcontract work for Hewlett-Packard, Dell, Velocity Micro and other companies.
    o HP - Completed over 150 warranty repairs and troubleshot hardware problems on HP and Compaq desktop computers for residential and commercial consumers.
    o Dell - Provided a diverse assortment of more than 75 small and medium businesses with on-site computer setup, wireless network setup and data transfer services.

TEMPLE UNIVERSITY HOUSING, Philadelphia, PA   May 2009 - September 2009
IT Services Student Worker
- Supported a 40 member main office staff and associated dormitory offices and computer labs with various IT Support, Help Desk, training, and associated services.
- Managed existing computer and server systems with software and hardware issues, installed and imaged new computer systems and assisted in new computer roll outs for labs.

CAREER RELATED EXPERIENCE CONTINUED:

POINTROLL, INC., Conshohocken, PA   September 2008 - December 2008
Production Engineering Intern
- Supported the Account Management, Production Engineering and Rich Media Services departments by providing detailed analysis of provided client assets.
- Evaluated incoming assets against established quality metrics such as kilobyte weight, frame rate, dimensions, click and activity tracking, and overall ad design.
- Accomplishment: Improved the efficiency of the Asset Intake process by decreasing the turnover rate of campaigns in the department from 3-5 hours to less than 1 hour.

ADDITIONAL EXPERIENCE:
- Marketing Director, Association of Management Information Systems, 2007-2008
- Radio Show Host, WRFM Radio Station, 2003-2006
- Judge, Pennsylvania Junior Academy of Science, Region 1-C, 2004-2013
- Judge, George Washington Carver Science Fair, 2007-2013