

Dave Klein

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EDUCATION

MacEwan College, Edmonton, AB
June 2006

- Bachelor of Applied Communications in Professional Writing
- Specialization in Editing

Polytechnic University, Brooklyn, NY
September 1997 - August 2000

- Major: Journalism and Technical Writing

COMPUTER SKILLS

- Microsoft Office (for Mac and PC)
- Adobe Creative Suite
- Command of Mac and PC operating systems
- Extensive experience with many software packages as part of technical support background
- Proficient in website design, including graphic and text content

PERSONAL SKILLS

- Very high level of written and oral communication
- Computer literate, able to provide service in non-standard software if necessary
- Proven ability to multi-task quickly, easily, and efficiently
- Professional and friendly demeanor; dedicated work ethic; attentive to detail
- Consistently deliver materials on schedule

EXPERIENCE

Project Writer/Editor
Spruce Grove, AB

January 2003 - present

Provide substantive editing, copyediting, and proofreading services, including the following program manuals and resources:

- *Families in Recovery Parenting Program* (10-week long session guide)
- *A Grad to Remember* (graduation planning guide for educators and parents)
- Prevention Strategy Launch Report (a 2005 internal report compiling staff feedback about AADAC's Prevention Strategy)
- Into It! (2006 Youth Project Awards brochure)
- *Peer Support Manual* (2007 facilitator's guide to peer led programming)
- Database descriptions (descriptions of all AADAC materials for a new database)
- AADAC Treatment Services for Youth: Foundations & Program Descriptions (2008 rewrite)

Computer Technical Support Consultant
Spruce Grove, AB

October 2001 - June 2006

- Provided in-home technical support for Windows-based PCs, including software/hardware troubleshooting, home networking, virus elimination, web design, software training, and installation
- Researched latest trends and information regarding computing software and hardware in order to inform and advise clients
- Specialized in assisting users who possessed little or no computer training and/or experience, on a wide variety of computing platforms and equipment
- Designed websites for clients, including custom-designed graphics

Systems Support Technician

September 1994 - November 1999

Goldman Sachs/Investment Banking Division, New York, NY

- Acted as shift leader for technical support group; supervised help desk employees and provided customer service for over 2,000 users on worldwide corporate WAN, consisting of Windows NT workstations and laptops running Microsoft and in-house Windows-based applications
- Maintained operational status of the IBD network, including escalation of critical problems relating to individual servers or losses of regional WAN site connectivity
- Provided telephone support for a wide array of software applications, including word processing, printer, laptop, spreadsheet, database, remote dialup access, and network-related functions
- Personally coordinated the handling of sensitive and high-priority client issues
- Prepared weekly global status report for upper management
- Provided daily second-level support and training for help desk technicians

Human Resources Information Systems Assistant

Mar 1990 - Jan 1993

Group Health Incorporated, New York, NY

- Engaged in extensive payroll and attendance data entry into HRIS database on a daily basis
- Fulfilled general file clerk duties for upper management area
- Authored and updated LAN user manuals
- Provided desktop publishing functions as required