

# Barry L. Rogoff

Customer Service Representative

603-494-5874

Nashua, NH 03063

[barry@brogoff.com](mailto:barry@brogoff.com) • [LinkedIn](#) • <http://brogoff.com>

Highly skilled customer service professional with a strong technical background and exceptional interpersonal skills. Persistent at resolving difficult issues to ensure complete client satisfaction. Author of award-winning technical documentation. Recognized for driving process improvements. Adept at database administration, project leadership, web development, configuration management, bug tracking, image editing, and digital audio processing.

Remote or Nashua, NH area only.

## Areas of Expertise

- ◆ Technical Customer Support
- ◆ Complex Problem Resolution
- ◆ Records and Documentation
- ◆ Microsoft Office
- ◆ Client Retention and Satisfaction
- ◆ Team Leadership & Training

## Professional Experience

### Connection, Merrimack, NH IT Operations Specialist (contract)

2022 – 2023

Provided technical phone and email support to employees of a large company that uses an extremely complex software infrastructure. Made extensive use of Outlook, Teams, OneNote, Active Directory, Azure, MFA, case tracking software, softphone, and remote login applications.

### Alternative Logistics, Nashua, NH Customer Service Specialist

2021 – 2022

Supported Yankee Publishing e-commerce customers during 2021 holiday season. Made extensive use of ZenDesk and Big Commerce. Addressed and resolved customer queries in a professional and efficient manner.

### Hampshire Driving School, Nashua, NH Driving Instructor Trainee

2020 – 2021

Completed three college-level courses in driving instruction and education from Keene State College. Received extensive in-car training. Prevented from completing state certification test by Covid-related delays and personnel changes in NH Department of Motor Vehicles test administration.

### Self Employed Computer Technician, Nashua, NH

2010 – 2020

Purchased, refurbished, upgraded, and resold Dell XPS-15 laptop computers on eBay. See [website](#) for details.

**Digital Equipment Corp. and other computer companies**  
**Software Technical Writer, Programmer, Support Specialist**

1979 – 2009

Wrote award-winning software documentation for operating systems, programming languages, database management systems, and user applications. Developed user's guides, reference manuals, installation guides, release notes, context-sensitive help, and online training materials. Installed and managed state-of-the-art authoring systems. Created automated publishing infrastructures. Wrote sample applications and internal documentation tools in various languages. Performed customer training and technical support.

## Education

**Bachelor of Science in Journalism,**

Ohio University, Athens, OH

**Master of Science in Software Design & Analysis (Partial)**

Boston University, Boston, Massachusetts

## Technical Proficiencies

- Certified 3PL Camelot Excalibur system manager
- MS Office expert
- VBA | C++ | Java
- Oracle | SQL/Server | Relational Schema Design