

# Barry L. Rogoff

Customer Service Representative

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Please visit my website at <https://brogoff.com> and look over my software documentation examples. You'll see that my technical and communication skills are worlds better than the other applicants for this position. Then email me or give me a call at the number above. It will be the best decision you'll make today.

I can explain complex software and hardware problems in a way that anyone can understand. I use analogies and if one doesn't work, I'll try another. I've studied psychology and I can inspire trust and confidence in even the most difficult and uncooperative clients.

I was a top performer in software development for more than 30 years as a technical writer, programmer, and support generalist. I've written award-winning software documentation and I've been recognized for driving process improvements. I've written highly regarded applications in a variety of programming and scripting languages. I have extensive experience in resolving computer hardware and software problems. I can design a database schema and I can write SQL code. I've been a project leader as well as an individual contributor. I have experience in web development, configuration management, bug tracking, image editing, and digital audio processing.

I operated my own computer refurbishing business and supported my customers for more than ten years. I'm talented, creative, honest, and hard-working. Give me an opportunity to prove my value.

I'm interested in remote positions or on-site in the Nashua, NH area only. I have everything needed to work remotely.

## 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 support to employees of a billion-dollar company that uses an extremely complex and redundant 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. Made extensive use of ZenDesk and Big Commerce. Addressed and resolved non-stop customer queries during a holiday season complicated by extreme Covid-related supply chain, packing, shipping, and delivery issues.

**Self Employed Computer Refurbishing Business  
Nashua, NH**

**2010 – 2021**

Purchased, refurbished, upgraded, and resold Dell XPS-15 laptop computers on eBay. Provided technical support to customers.

**Computer companies including Digital, Alliant, Novell, Vertica, and eDialog  
Software Technical Writer, Programmer, Support Specialist**

**1979 – 2009**

Wrote award-winning software documentation for operating systems, programming languages, SQL, database management systems, and application software. Authored 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 documentation publishing infrastructures. Wrote sample applications and internal documentation tools in various languages. Performed customer training and technical support.

Member of the DEC Basic Standard committee and participant in the SQL 92 Standard committee.

## **Education**

**Bachelor of Science in Journalism,**

Ohio University, Athens, OH

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

Boston University, Boston, Massachusetts

I had a 4.0 GPA but project pressure from the Digital Professional 300 personal computer group forced me to abandon the program.

## **Technical Proficiencies**

- Personal computer hardware and software
- MS Office expert
- Visual Basic | C++ | Java | scripting languages
- SQL | Relational Schema Design
- Certified 3PL Camelot Excalibur system manager