

# RO

## RODERICK OLIVER

COMPUTER TECHNOLOGY | [HTTPS://RODOLIVER.GITHUB.IO](https://rodoliver.github.io)

### OBJECTIVE

An enthusiastic, eager to learn candidate, with over 4 years of supply chain experience in demand planning, with over 6-years of experience in Desktop and IT Support, working for Michelin North America, looking for an opportunity to leverage skills acquired over the years, and a profound history of working in the automotive industry. Hoping to apply skills have acquired in computer programming, web development, information security, network communication, and DevOps. Also is a reliable worker looking to be a member of the company's Web Development, Software Engineering, and/or Cybersecurity team, as a dedicated, innovative, and ambitious worker, looking to help the company achieve its goals, with a hope of acquiring new skills along the way.

### SKILLS

Skills consist of being proficient in Office applications such as Microsoft Word, Excel, Skype for

### EXPERIENCE

FORECAST ANALYST/DEMAND PLANNER • MICHELIN NORTH AMERICA • JULY 9, 2018 – CURRENT

Key responsibilities include, monthly analysis of demand through the use of statistical models, incorporated with the use of quantitative historical data, seasonality, market trends, special offers, budgets, as well as the use of well thought out qualitative data. Other responsibilities are holding monthly collaboration meetings to challenge and align the forecast with marketing, sales, and customers, to steer better forecast accuracy with the support of error reports and KPIs

TECHNICAL SUPPORT SPECIALIST II • TIRE CENTERS • OCTOBER 18, 2011 – JULY 6, 2018

Key responsibilities include, leading a team of three technicians in Desktop Support and IT Support for our Field Service Center and over 150 locations across the nation. This includes, but is not limited to, computer setups and deployments, hardware and software repair, software and hardware installations, multifunctional printer setups and configurations, telephony support, and basic network support. The position requires excellent communication and customer service skills, the ability to work with a team, and a desire for continuous improvement, growth, and development.

CUSTOMER SERVICE REP/ADMINISTRATIVE ASSISTANCE • TIRE CENTERS • APRIL 8, 2008 – OCTOBER 2011

Key responsibilities included providing excellent customer service to local and national account customers, by assisting them in making informed decisions about the purchasing of our products. Other duties included, making daily bank deposits, receiving and maintaining accurate inventory, performing quarterly inventory audits, processing orders and warranty claims, managing route logistics for all drivers, filing all necessary paperwork, and reconciling all books at the end of business.



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Business, and Power Point, Power Query, Power Bl. Excellent communication and customer service skills, basic to intermediate knowledge and skills in internet programming, server-side programming, data communication, Power BI visualization, with a basic to intermediate understanding of database administration, active directory management, data analysis, office administration.

ASSISTANT MANAGER • TIRE ENGINEERS • APRIL 8, 2003 – APRIL 2008  
Key responsibilities included managing a team of two general techs, 1 B-level tech, and an A-level technician, while providing excellent customer service to local and national account customers, assisting them in making informed decisions about the purchasing of our products and services. Other duties included, making daily bank deposits, receiving and maintaining accurate inventory, performing quarterly inventory audits, processing orders and warranty claims, managing all services performed by all technicians, filing all necessary paperwork, and reconciling all books at the end of business.

## EDUCATION

BACHELOR OF TECHNOLOGY DEGREE • IN PROGRESS • CHARLSETON SOUTHERN UNIVERSITY

My degree is in Computer Technology with a concentration in Computer Programming graduating with a 3.46 GPA My goal is to continue building my skills in cyber security, with a focus on network & website security, and ethical hacking.

ASSOCIATE DEGREE • GRADUATED 2017 • GREENVILLE TECHNICAL COMMUNITY COLLEGE

My degree is in Computer Technology with a concentration in Computer Programming. Completed with a 3.8 GPA and is a member of the Phi Theta Kappa Honor Society.



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ASSOCIATE DEGREE • TRANSFERED • JEFFERSON STATE COMMUNITY COLLEGE

My degree was in Computer Technology with a concentration in Computer Programming. I transferred from the school, after moving to work in a different state, with a 3.2 GPA. I received several academic accommodations and made the Dean's List.

## VOLUNTEER EXPERIENCE OR LEADERSHIP

For the past 3-4 years I have served as a middle school boys youth leader and am currently working with both middle school and high school boys. I served as a coordinator for guest experiences at my local church. For several years I have held the position of Youth Pastor at a local Non-Denominational Church in Birmingham, Al. I later held the position as a volunteer, before becoming a Youth Leader to 11<sup>th</sup> grade young men at a local church in Greenville, SC. For more than 5 years I have worked as an Assistant Manager in retail Automotive Repair. I have also held the position of project lead in many school projects and assignments.



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