

Winston Reid

Technical Support Representative at ProfitStars

Specialties

While working on JDEdwards, I developed flexible and supported Sales Order and Purchase Order reports using the Report Writer and Create!Form tools, maintained Address Book, Item Master, and Bill of Material files, and researched and resolved JDEdwards performance issues.

Experience

Technical Support Representative at ProfitStars

December 2012 - Present (3 years 1 month)

Provide world-class solutions to software challenges

Member, Leader, Musician at Seventh-day Adventist Church

1975 - 2015 (40 years)

Front Line Agent for Computer Notebooks at TeleTech

2012 - December 2012 (less than a year)

Assist and direct phone customers with technical diagnosis and problems solving of computer anomalies; assist in sales of computer products

Agent at Bankers Life and Casualty

June 2011 - January 2012 (8 months)

Provided Senior Life and Health Insurance products to eligible individuals

Documentation Analyst at Indian Summer Pool and Spa

October 2009 - January 2010 (4 months)

December 2009 Documentation project: Planned and requested bids to store 45,000 paper documents electronically

Facilitator at James River Assembly

2010 - 2010 (less than a year)

Information Technology Network Software Assistant at Ozarks Technical Community College

July 2007 - May 2009 (1 year 11 months)

Provided operational and decision-making support through desktop application deployment, maintenance, testing, and customer service; researching and reporting.

Configuration Management Supervisor at Aclara Technologies

February 1990 - November 2004 (14 years 10 months)

Supervised and was responsible for recording, storing, and distributing standards, policies, procedures, end-user, design, manufacturing and part specification documentation to appropriate departments, contractors and customers for all products at all points of the product life cycle. Successfully developed an electronic documentation control system for Aclara Technologies and improved it for ten years. Successfully implemented a JDEdwards One World enterprise-wide system and maintained it for six years. Served on my company's International Standards Organization implementation team resulting in ISO 9001:2000 registration in January 2004. Reduced company documentation distribution to less than one percent of original time by developing electronic distribution methods. Successfully transferred the company configuration management system data into a TEAMCENTER system while serving on the implementation team. Streamlined and coordinated information entry by developing entry forms reports and procedures to accommodate interdepartmental information requirements.

Configuration Management Supervisor at Aclara Technologies

1990 - 2004 (14 years)

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1990 - 2004 (14 years)

Project Scheduler at Aclara Technologies

January 1987 - July 1988 (1 year 7 months)

Coordinated all project scheduling for the division; assisted the Program Managers and interfaced with all levels of the division in project activities.

Skills & Expertise

Telecommunications

Software Documentation

Leadership

Strategic Planning

Microsoft Office

Project Planning

Troubleshooting

Customer Service

Technical Support

Teaching

Manufacturing

Servers

Training
Analysis
Budgets
Testing
Public Speaking
Human Resources
Microsoft Excel
Operating Systems
Sales
Process Improvement
Networking
Access
Time Management
Microsoft Word
Account Management
Documentation
Marketing
Project Management
Windows
Research
System Administration
Business Analysis
Engineering
Computer Hardware
Team Leadership
Management
Windows 7
Programming
SQL
Purchasing
PowerPoint
SharePoint
Databases
Team Building

Education

Dale Carnegie Training

2002 - 2002

University of Missouri-Columbia

Bachelors of Science, Industrial Engineering, 1981 - 1986

Activities and Societies: Served in the Off-Campus Students Association, MSA Senate, UMC Philharmonic, and the Energy Advisory Committee; selected as a National Achievement Scholar, Student Foundation Scholar, Sol Feinstone Scholar, Minority Engineering Scholar; selected to the QEBH Honor Society, Who's Who Among Students in American Colleges and Universities.

Jefferson Junior High School, Columbia, MO

Jefferson Junior High School, Columbia, MO
Warrensburg High School

Interests

Violist

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[Contact Winston on LinkedIn](#)