

Douglas Wilson

Computer Tutor

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SUMMARY

Dedicated IT professional with over 25 years of experience in computer science, tutoring, and technical support. Proficient in Windows and Linux environments, with experience in ArcGIS and Canvas. Demonstrated ability to simplify complex technical concepts for diverse audiences. Committed to providing exceptional service and support to students, faculty, and customers.

EXPERIENCE

Professional Expert 4 / Tutor

Mt. San Jacinto College

Sep '11 — Present

San Jacinto, United States

- Tutor 50+ students per semester in computer science courses, including Introduction to Computers, Linux, ArcGIS, Office Suite, Accounting, and Computer Programming Assist students with Canvas, Provide guidance on course enrollment and class registration Develop and implement personalized learning strategies

Greeter

Mt. San Jacinto College

Jun '21 — May '22

San Jacinto

- Ensured 100% adherence to COVID 19 safety protocols for 500+ daily campus visitors Assisted 100+ students daily with resource navigation, Canvas access, and class registration Achieved 95% positive feedback rating for customer service

PC Repair Intern

Mt. San Jacinto College

Aug '01 — Aug '04

San Jacinto

- Installed and configured Windows 2000 Server and Professional on 100+ servers and workstations Performed hardware and software troubleshooting, reducing downtime by 25% Utilized Novell NOS, Linux OS, Windows 98, and Windows 2000 Professional and Server Imaged 200+ stations using Altris software, improving deployment efficiency by 40%

Reservation Sales Specialist

HILTON RESERVATION WORLDWIDE

Jun '02 — Jul '03

Hemet, United States

- Processed 50+ customer reservations daily for Hilton brand hotels Maintained 98% accuracy in entering reservation details into the company's database system Achieved top 10% customer satisfaction rating among 100+ sales specialists

EDUCATION

Humanities in Associate of Arts and science, Mt. San Jacinto College

San Jacinto, United States

Administration of Justice in , Mt. San Jacinto College

San Jacinto

CERTIFICATIONS

CRLA Certification Level 3

Mt. San Jacinto College

SKILLS

Technical Proficiency Windows Server, Windows Professional, Linux, Microsoft Office Suite, QuickBooks

Hardware and Software Support hardware troubleshooting, software installation, network configuration

Interpersonal Skills Customer service, tutoring, technical writing, problem solving