

Bret Dalldorf
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SKILLS/ABILITIES

Organizational/Management

- Member of the Team for Safety program at Office Depot
- Directed and produced a thirty-minute DVD video for the Hoover High School Marching Band
- Designed and maintain a personal website
- Designed and maintained a website for the Hoover High School Marching Band
- Helped in the transition of a small business (T's Maintenance) from XP to Vista. Duties included: software installation, data entry, and troubleshooting Vista.
- Experience with multiple Windows environments: Windows 95, Windows 98, Windows Millennium, and Windows XP; Currently working with Windows Vista

Advanced Computer Skills

- Advanced Computer Languages: XHTML, JavaScript, CSS
- Programs: Microsoft Office 2003: Excel, PowerPoint, Word, Access. Dream Weaver, Adobe Photoshop
- Experienced in computer repair, troubleshooting, and assembly

Intermediate Computer Skills

- Intermediate Computer Languages: Visual Basic, C++, C#, ASP.NET, PHP, SQL
- ADO.NET - Experience in database information retrieval, inserting, and updating using C# and VB.NET
- Object Oriented Programming - Familiar with abstraction; Inheritance, information hiding, encapsulation and interchangeability, interface and implementation, and abstract data types
- Programs: Microsoft Visual Studio, MySQL (Open Source Database), Adobe Acrobat 7 Professional, Adobe Elements

Basic Computer Skills

- Basic Computer Languages: Perl/CGI
 - Programs: Macromedia Flash MX 2004, Adobe Premier Pro
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WORK HISTORY

- Madera School District** (Wilson Middle School) September 2006 – April 2007
- Music Teacher
 - Instructed and managed a group of 15 kids in a classroom setting
 - Developed managerial skills in organization and communication.
- Office Depot** August 2004 – June 2006
- Charged with three positions: Sales Associate (Tech), Stocker, and Cashier
 - Provided phone support for customer issues on a daily basis (including computer troubleshooting).
 - Resolved customer issues involving computers, printers, and other electronics. Performed computer maintenance and troubleshooting for customers
 - Answered any and all customer questions regarding technology
 - Responded comfortably to the fast-paced environment of customer service
 - Setup and ran the weekly network seminar held in store for customers. Duties included: Networking 10 wireless laptops, a desktop computer, and a printer using a d-link wireless router and print server. I was also responsible for teaching customers how to set up a network
- Hogi Yogi** July 2003 - June 2004
- Performed customer service duties: taking orders, preparing orders, serving and cashiering.
 - Managed the phones to take orders from customers
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EDUCATION

Graduate

Hoover High School, Fresno, CA

June 2003

Current

Fresno City College, Fresno, CA

January 2006 - Present

California State University, Fresno, CA (Extended Education)