



**John Schueler**  
1451 Marlin Avenue  
Foster City, CA 94404  
(650) 345-8290

[schuelerjohn17@aol.com](mailto:schuelerjohn17@aol.com)  
[www.johnschueler.com](http://www.johnschueler.com)



## **CAREER OBJECTIVES**

Seeking a position as Manager or Director of:

- Technical Support
- Help Desk
- Call Center
- Desktop Support
- Technical Documentation
- Technical Training
- Technical Services
- Quality Assurance

The position must be challenging and offer strong growth potential, based on merit.

## **PROFESSIONAL COMPETENCIES**

Self-starting, proactive and require no supervision, just direction. Outstanding problem-solving, communications, organizational and management skills. Both a team leader who motivates his people to excel and a project manager who successfully drives all aspects of complex, multi-departmental projects. Proven track record recruiting, training and managing, teams as large as 20. Proposed, negotiated, implemented and tracked nationwide projects with budgets as large as \$1.5 million.

## **PROFESSIONAL EXPERIENCE** *(in reverse chronological order)*

### **Schueler and Associates** *(8 years, a partial listing of clients)*

- Information Security Consultant – Visa Inc.
- Manager of Technical Support – OQO, Inc.
- Software Applications Instructor – Learn IT
- Software Applications Instructor – New Horizons Computer Learning Centers

### **Sony Electronics Inc.** *(7.5 years)*

- Manager of Technical Support and Product Documentation
- Manager of Technical Support
- Technical Support Engineer

### **Businessland / JWP Information Services** *(6.5 years)*

- Manager of Technical Documentation and Technician Training
- Manager of Technical Documentation
- Technical Support Engineer

### **ComputerLand** *(3.5 years)*

- Franchise Operations Manager
- Branch Manager
- Assistant Branch Manager
- Marketing Representative

## PROFESSIONAL ACCOMPLISHMENTS

### Visa Inc.



- Helped Visa to prepare for IPO, and comply with state and federal regulations, by securing confidential data stored on employee's laptop and desktop computers, as well as shared network folders.
- Authored information security best-practices presentations, executive briefings, courseware and documentation. Delivered live information security training to nearly 2,000 employees.
- Successfully protected more than 99% of targeted data stored on over 12,000 computers and 6,500 shared network folders located in 5 global regions in less than two years.
- Performed QA testing and created / maintained bug database for workstation virtualization project.

### OQO, Inc.



- Supervised all aspects of the Technical Support Department for manufacturer of the world's smallest Windows XP computer during unstructured startup phase of the company's development.
- Managed a team of local, in-house and remote, out-sourced Technical Support Engineers.
- Authored support documentation, populated knowledgebase and customized CRM system.
- Doubled the content of the web-based knowledgebase during my first 120 days.
- Provided detailed reporting and trend analysis regarding customer FAQs, product enhancement requests and hardware field failures. Performed QA testing, reported bugs and researched / proposed solutions.

### New Horizons Computer Learning Centers



- Delivered 207 applications classes, spanning 41 courses, to more than 1,259 students in 15 months.
- Courses featured software from Microsoft, Adobe, Macromedia, Business Objects and FileMaker.
- Earned a lifetime customer satisfaction rating of 8.41 out of 9, or 93.4%.
- Recipient: "Instructor of the Month" award.

### Sony Electronics Inc.



- Compressed new hire ramp-up time, while increasing quality and consistency of service, by designing and delivering a one-month training program for all incoming Technical Support Engineers (TSE).
- Saved \$12,000 per year by creating a customized call tracking (CRM) database, as well as designing and populating the knowledgebase used by all technical support engineers.
- Decreased hold time by 74% and blockage by 86%, during a period when call volume increased by 26%. Selected vendor, co-authored contract and negotiated outsource technical support agreement.
- Successfully managed teams of 10 local, plus 10 remote, Technical Support Engineers.
- Supervised all aspects of a 15,000 call-per-month, national technical support call center operation.
- Increased efficiency of TSEs by authoring and editing comparison charts, FAQs, tech. tips, etc.
- Reduced support costs by implementing web-based support delivery systems.
- Slowed the growth of call volume by supervising pre-release product usability and QA testing.
- Helped to secure strategic business by co-designing and implementing two advanced exchange programs for high-volume corporate accounts.
- Coordinated technical support for VIP events, vendor fairs and trade shows.
- Supervised all aspects of Product Documentation Department. This team was responsible for producing all domestic end-user documentation for the VAIO computer and VAIO peripherals product lines. Annual documentation volume typically included 3 product cycles per year, 8 product families per product cycle and 10 publications per product family - for a grand total of 240 publications per year.
- Reduced the unit cost of VAIO computers by migrating from paper-based documentation to compiled HTML help file (CHM) format. Increased their accessibility by placing user manuals on web.
- Recipient: "Stood out from the Crowd" award.

## PROFESSIONAL ACCOMPLISHMENTS *(continued)*

### Businessland / JWP Information Services



- Increased efficiency of field personnel by authoring, distributing and updating technical marketing tools used by 1,500 field sales and service representatives in 7 countries.
- Authored, distributed and updated 722 page "Product Guide" which compared the features, specifications and compatibilities of the top 2,064 hardware and software products.
- Wrote, and electronically distributed, 294 technical bulletins and advisories.
- Produced "Help Screens" - the FAQ section of "Technology Link" magazine.
- Managed the instructor responsible for developing courseware and delivering technical training to domestic field service personnel.
- Nominee: "100% Club" award.
- Recipient: "Corporate Star" award.

### ComputerLand



- Managed the Sales, Service and Operations Departments of a computer sales office.
- Promoted to manage franchise operations.
- Recipient: "Employee of the Year" award.

## EDUCATIONAL EXPERIENCE

### University of Wisconsin, Milwaukee



Undergraduate Degree Program: BS – AMP (Bachelor of Science - Applied Mathematics and Physics)