

Charles Dixon James

Objective

To obtain a Customer Service position where my experience can be utilized to improve customer satisfaction.

Employment

Owner/Instructor

04/2007 – 07/2008 Cage One Martial Arts, High Point, NC

- Marketing, sales, customer service and instruction over 20-30 adult students.

Head Instructor/ Office Manager

04/2005 – 04/2007 Roaring Tiger Martial Arts, Fredericksburg, VA

- Instructed/Supervised all classes.
- Responsible for care, instruction and attendance of all students ranging in age from 3 to 50+ years of age (185 – 280 total students)
 - Promoted to Head Instructor from Assistant Instructor after one year.

Service Technician

12/2004 - 03/2006 Blossman Gas Inc, Fredericksburg, VA

- Customer Service/Sales
- Installation, Maintenance and Repair of propane tanks and propane operated equipment (fireplaces, furnaces, water heaters...)
 - One of the Top 5 service technicians every month for an entire year.

PC Repair Technician

05/2004 – 12/2004 QualxServ, Kernersville, NC

- Customer Service
 - On time and accurate repair of business and personal computers at the customer's site. (Warranty Customers)

Education

Currently Attending Ashworth University, Online (3.5 GPA)
Graduating with Associates Degree in Business Management later this year.

04/1999 – 10/1999 Guilford Technical Community College, Greensboro, NC

- PC Upgrade and Maintenance I and II (Certificates)
- A+ Certified Computer Technician

Certified Speed, Agility and Quickness Trainer. 3rd Degree Black Belt in Tae Kwon Do, Red Belt in Hap Ki Do, Blue belt in Aiki Ju Jutsu.