

Dave Tracewell

Summary

- Successful manager, teacher, entrepreneur, writer, with over 25 years of leadership, customer service, and computer experience. Published author of several books and publications, including technical and operational manuals. Proficient in installation and use of computer software, and building, marketing and maintaining Internet websites. Passionate about writing and the education of youth in our country.
- Seeking a position that would utilize my experience in customer service, teaching, leading, writing or technical skills.

Experience

December 2008 –
Current

Part-Time Substitute teacher and recovery room supervisor for various schools in the Park Hill School District—Parkville, MO (Part time during school year)

Sept. 1997 – Current

HONOR Publishing Company—Parkville, MO
Owner / Publisher / Writer
<http://honorpub.com/>

Company established November 1997
Founder / Owner of a small publishing company and on-line bookstore.
Designer of all areas of company owned Internet websites, marketing, newsletters, promotions, blogs, and fulfillment. Published author.

January 1999 –
to March 20, 2001

TIMM Communications, Inc.—Kansas City, MO
Customer Service Manager

Directed the efforts of a diverse group of Customer and Technical Service employees engaged in the oversight, installation, repair, modification and preventive maintenance of proprietary networks, software and equipment. Managed a group of 40 quality assurance monitors who performed required testing on 437 computer workstations throughout the United States. Directed the efforts and acted as a liaison between our corporate office and a 90 station customer call centers. Responsible for all aspects of call center operations. Monitored work flow and was solely responsible in the management and resolution of customer situations and equipment and software problems. Acquired and scheduled technical support from outsourced personnel as needed to minimize equipment downtime, optimize equipment functionality, and control costs.

Authored and implemented customer service policies and wrote technical procedures based on business needs and added areas of service applications. Responsible for assuring the accurate and timely administration and reporting of customer account activities utilizing proprietary reporting systems, resources, and databases.

Note: Timm Communications (aka DRIVERNet ®) filed for bankruptcy in Feb 2001

Oct. 1997- Jan. 1999 **SCOUTER MAGAZINE**—Kansas City, MO
Senior Editor / Circulation Manager / Customer Service
Responsible for all aspects to ensure deadlines are met. Planned content and layout of each issue, including material to be published. Wrote content and edited other submissions.

1995 - 1999 **TRACEWELL CONSULTING**—Lodi, CA
Owner / Webmaster / Consultant
Built and managed websites for individual clients during the early days of the Internet.

1986 - 1996 **VAC-AIR OF LODI**—Lodi, CA
Owner / Operator-Construction Business
Contractor

1973 - 1986 **Firestone Tire & Rubber Company**— Northern & Central California
Store Manager /President of M&M Corporation

Education

- Held numerous managerial and regional positions during the 14 years at Firestone

Interests & Associations

1971–1973 **San Jose State University**—San Jose, CA

- Art History, Business – 148 Completed Semester Units
- Minor, Business Administration.

Skills

1970--1971 **San Jose City College**—San Jose, CA

- AA Art History

1980 - Completed Evelyn Woods Reading Dynamics Course

1990 - Wood Badge, —Adult Leadership Training Course

2000 –Help Desk Professionals course in Boston

USSSP; 1998-2005 President (non-profit Scouting organization),

Catholic Committee on Scouting Board of Directors – 1997-2006

Member: National Catholic Committee on Scouting

Knights of Columbus, St. Therese Parish – Deputy Grand Knight.

4th Degree Knight

Adult leader – Boy Scouts of America – 40+ years

Cub Scout Pack 261 Committee Chairman

Troop 261 – Member of Committee

Venturing Crew 261 (St. Therese Youth Group) Institutional Head

Writing, Boy Scouts of America, genealogy, astronomy, guitar, photography

- Proven Manager, capable of running a Customer Support, Tech Support, and Call Center operation
- Excellent writing and speaking skills; ability to write operational and or technical user manuals
- Proficient in WIN95/98/2000 and NT 4.0 applications, advanced user of Microsoft Word, MS Excel, MS Access, Outlook, PhotoShop, WS_FTP, Netscape, Microsoft Internet Explorer, WhatsUp (Network Manager), Dreamweaver, Adobe PDF, and many other software applications.
- Published author of several books, articles, and publications.
- Member of numerous boards and organizations related to Scouting and youth programs

References

Available Upon Request