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### **OBJECTIVE**

Seeking a support position where I can contribute my leadership, managerial or computer skills, while assisting management in the growth of a progressive organization that provides quality products and superior customer service.

### **PROFILE**

I am highly motivated, have a strong work ethic, available as needed for, travel, overtime, etc. I am qualified by business education, customer service, administrative experience and able to work well in a structured environment

### **EDUCATION**

Bachelor of Arts degree in Business Management  
Trinity College & University  
PO Box 222  
West Yorkshire WF178XD  
United Kingdom

May 1978 – November 1980  
East Carolina University  
Greenville, N.C.

Certificate in Computer Technology  
Carteret Community College  
3505 Arendell St.  
Morehead City, NC 28557

## EMPLOYMENT HISTORY

January 1981 – Present

Owner – Techs-R-Us Computer Services { Monday-Saturday }

I am a privately owned business that has been serving the citizens of several counties { Carteret, Craven, Jones, Onslow, Pamlico and Pitt } for the past 35 years. I have provided the following services during this time period; computer and laptop repairs, custom builds, networking installations and maintenance, recycling, teaching software use, buying, selling and trading of computers and hardware. I can maintain files, daily balance sheets and maintain inventory control. I can handle all types of situations while maintaining a professional demeanor to reach an equitable solution for both parties.

March 2009 – 2012

Store Manager – Bob's Trading Post & Western Union { Thursday-Friday-Saturday }

Responsible for the daily operations of a privately owned business that has been serving the citizens of several counties { Carteret, Craven, Jones, Onslow, Pamlico and Pitt } for the past 26 years. We have been providing the following services during this time period; pawn, buy, sell, trade, check cashing, Western Union send & receive money and money orders purchase along with the highly regulated business of buying and selling firearms. I am personally responsible for placing ads for recruiting new employees, interviewing, hiring, supervising and firing while maintaining all the required HR documents. I can maintain files, daily balance sheets, inventory control, handle large sums of money and maintain sales that will produce a profit. I can handle all types of situations while maintaining a professional demeanor to reach an equitable solution for both parties. In the past I have worked with people from all levels of our society from doctors to the poorest individuals while maintaining a professional image.

January 2007 – March 2009

Sales Consultant - Oceanside Auto Sales

Responsible for meeting customers, who are in the market for a used car, investigate their needs, demonstrate and explain the features of the vehicle which best meets that need. Explain the car buying process, complete all required documents needed for financing, insurance and DMV. I am able to communicate with people at all levels, capable of handling conflict, organize, manage and coordinate all aspects of a profitable business.

October 2004 – January 2007

Durable Medical Equipment Manager - Professional Nursing Service, Inc.

My responsibilities included marketing the services offered by this company to physicians, Health Care Providers, County social workers, private case management companies and the general public. I received referrals from these sources, gathered the necessary information and processed the paperwork needed in order to provide the proper medical equipment or supplies to the client in a timely and professional manner. It was my responsibility to bill the appropriate insurance company {i.e. Medicare, Medicaid, BCBS, AARP or Tricare} for these services. I expertly maintain the required files and performed professional inventory control procedures by accounting for items given to clients and was responsible for ordering replacement items.

While being employed in this position, I demonstrated my ability to help maintain the networked computers throughout the entire company {five different locations} by teaching others and by solving problems when they came up. I supervised one other person directly and was responsible for providing in-service training to other employees {CNA's Nurses and administrative personal} within the company. I conducted pre-employment interviews and have given performance appraisals to past employees under my supervision.

November 2000 – August 2004

President, CEO - Carolina Express, Inc.

As the owner, I am a self-starter, have the ability to manage time and resources, make decisions, meet deadlines, handle public relations and easily work with others.

November 1998 – October 2000

Installed Sales Coordinator - Lowe's Home Improvement Center, Inc.

I was responsible for training store personnel in all aspects of selling products to be installed in customer's homes. I maintained all required files and records, submitted required reports, hired all sub-contractors and supervised their work performance, ensured that all materials were ready for the installation and provided superior customer service.

August 1997 – November 1998

Assistant Director - Carteret County Life Structure Training Program

Supervise, motivate, counsel, plan, coordinate and direct the daily activities of non-incarcerative offenders in the execution of community based projects. Maintain counseling sheets, various reports, property accountability, inventory control and maintenance schedules of the vehicles and equipment. Counsel clients in matters such as job hunting, budgeting, personal finances, problem solving, education, goal setting and independent living skills. Work closely with the program director on matters relating to the annual budget, expenditures and client substance abuse assessment and treatment.

February 1994 – August 1997

Used Car Dealer - D & T Used Car Wholesalers

Buy, clean, repair and sell used cars to the public. I am able to communicate with people at all levels, capable of handling conflict, organize, manage and coordinate all aspects of a profitable business.

December 1992 – February 1994

Faculty Secretary Assistant - Carteret Community College

I was instrumental in designing many types of forms, graphic material, signs, booklet covers and flyers. I increased production of booklets, pamphlets, handouts and student handbooks due to my extensive knowledge and use and repairs to various types of office equipment. All of which resulted in a decreased cost to the college.

May 1992 – December 1992

Student - Carteret Community College

November 1980 – May 1992

Business Owner - Havelock's Gulf Service Center

I was responsible for directing, training, planning and supervising my employees through all aspects of vehicular repair while teaching them the proper use of all type of hand and power tools. Because I am able to manage time and resources my business survived some of the hardest economic times in recent history {i.e. The Persian Gulf War}.

May 1978 – November 1980

Student – East Carolina University

May 1971 – January 1978  
Senior Supply/Platoon Sergeant - United States Army  
Received Honorable Discharge at end of service.

### **SPECIAL SKILLS**

Extensive knowledge of computer hardware and software {i.e. Linux, Windows, Office & Excel}. I build my own computers from scratch, maintain my own web-server and create my own web-site.

Notary Public of The State of North Carolina  
{My Commission Expires February 26, 2019}

### **ACCOMPLISHMENTS**

National Defense Service Medal  
Good Conduct Medal  
Expert Badge with Rifle Bar  
Certificate of Appreciation from Governor James B. Hunt {1993}  
Class President Carteret Community College {1994}  
President's List – Carteret Community College {2 Years}

### **INTERESTS**

Fishing, swimming, horseback riding and coin collecting.

### **REFERENCES**

References furnished upon request.