

Frank Tilma  
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#### PROFESSIONAL HIGHLIGHTS

- Extensive technical and management experience in information systems technology with a solid academic background in computer information systems and business administration.
- Excellent communicator with strong leadership skills and the ability to build cohesive, productive teams while fostering and encouraging creativity and individual expression.

#### Areas of expertise:

Operations Management Project Management Quality Management

Mainframe & PC Operations Software Development Systems Design

Customer Relations Technical Support Troubleshooting

#### WORK EXPERIENCE

Tech Support Lionz Den Tech

Oversee the maintenance and enhancement of financial systems to ensure process integrity and system stability for user areas.

#### Significant Accomplishments

- Managed the implementation of a major software upgrade, significantly increasing efficiency in the use of accounts payable and purchasing systems.
- Converted contract and payee information from a third party system to an internal automated system, resulting in approximately \$72,000 in annual revenue for the organization.
- Developed a cohesive, productive work team of individuals from diverse areas of the organization, utilizing strong interpersonal and leadership skills to foster and encourage teamwork and cooperation among team members and with user areas.
- Utilized TQM principles to implement several internal process improvements that have resulted in hundreds of time-saving hours annually.
- Promoted into management position after only six months as a Systems Analyst.

Programmer/Analyst, Bishop Clarkson Hospital, Omaha NE (20xx – 20xx)

Provided systems support and enhancements to user areas throughout the hospital.

#### Significant Accomplishments

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

a 2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

(1)

d 3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

a 4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

(0)

c 5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

Q3 S

6) What is the current sales tax rate in your city 8.75%?

c 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06 ~~7.06~~
- d) \$5.06

b 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50 ~~14.50~~
- c) \$9.50
- d) \$4.50

d 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

a 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50