

**Timothy O'Brien**  
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### Work Skills and Qualifications

- Twelve years client relations/customer service
- Training, coaching & mentoring
- Superior computer experience
- Outstanding interpersonal skills
- Commitment to excellence
- Five years sales/negotiation experience
- Strategic planning
- Knowledgeable in *Systems Thinking*

### Employment History

*March 2009-Present*      **California Energy Commission**      *MIS Analyst*      Sacramento, CA

Managed customer relationships/clients support for the California Energy Commissions computer related inquiries for software, hardware, network, and program implementation. Responsibilities include utilizing exceptional customer service to support and modify network systems and hardware behind the firewall and comply with external systems. Provided extended support to analyze and troubleshoot unknown conflicts through new and innovative programs. Implemented technical programs for ITSB support center through regulation and policy enforcement.

*2006 –October 2007*      **AB Appraisals**      *Office Manager/Appraisal Assistant*      Elk Grove, CA

Responsibilities include assessing growth of firm's clientele and overall appraisal satisfaction. Organized business development strategies and participated in monitoring market/industry fluctuations. Conducted research of residential parcels and completed reports for financial and banking institutions. Performed property inspections and utilized county codes to complete written estimates.

*March 2006–October 2006*      **Plumb-In-Time**      *Regional Sales Manager*      Northern California

Managed approximately 42 Home Depots in-store plumbing installation departments for outbound installation projects. Implemented new sales tactics, training programs, and visual effects which exceeded regional sales goal by twenty six percent. Handled all client reviews and customer issues in regards to installation performance and satisfaction. Assisted in the management of eight installers for the Northern California market. Performed on site inspections for customer claims and handled follow-up for all reports.

*2003–December 2005*      **Teichert Construction**      *Lead man*      Sacramento, CA

Responsibilities include delegating and monitoring time sensitive tasks for a crew of twelve employees. Prepared workload for daily tasks and utilized knowledge of county/city regulations. Cross trained employees for specialty duties. Managed a crew in handling demolition and unforeseen accidents from former projects.

### Organizations

Future Business Leaders of America	<i>President/Advisor</i>	CSU Sacramento
Gamma Iota Sigma (Risk Management & Insurance Society)	<i>Vice President</i>	CSU Sacramento
Beta Gamma Sigma (honors society)	<i>Member</i>	CSU Sacramento
Golden Key Honor Society	<i>Member</i>	CSU Sacramento
Institutional Investment Society	<i>Member</i>	CSU Sacramento
Ignite Technologies; LOVE Inc.	<i>Member/Organizer</i>	Sacramento, CA

### Education

California State University, Sacramento  
Candidate for Bachelor of Science in Business Administration  
Concentration: Finance/Risk Management & Insurance (Dual Concentration)  
Cumulative GPA 3.627;    Concentration GPA 3.96;    *Deans List all semesters*

**Recommendations and References upon request**