

Gerald G. Neville

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OBJECTIVE

Professional Technical Support, Systems Analysis

SKILLS & TALENTS

More than twelve years' experience as a Senior Support Analysis; analytical and technical; excellent engaging communicator; recognized by industry professionals and end-users for knowledge, patients, and integrity; performed at a, "Consciously Competent" learning level; top 2% of peers' achieving top call volume statistics; accurate, attention to detail; timely problem identification and resolution for economic gain; worked independently.

EXPERIENCE

- Accurate identification and resolution of the issue(s) and application function questions posed by end-users, accounting professionals and VAR's; M.A.S. 90/200 accounting software; core applications; wholesale manufacturing; work order processing; point-of-sale; report creation; data conversion and integration; consulting and management; timely resolution meeting objective under budget or expectations.
- Consulted, sold, lead, managed, modified, implemented, documented, and supported accounting software applications for distribution firms, accomplishing timely solutions and objectives; contributing to clients' business success.
- Managed a staff of four providing accurate recording and reporting systems through financial statements. Migrated industry leading accounting software and hardware solutions improving productivity and moral. Produced timely and accurate reports enhancing business decisions.
- Produced and reconciled financial statements and reports according to GAAP standards. Prepared payroll, state, and Federal forms.

EMPLOYMENT

Owner, Consultant / Systems Analyst - Neville & Associates, Gardnerville, NV, 2001 - 2008
Senior Systems Analyst / Consultant - SoftCom Inc., San Jose, CA, 1996 - 2001
Systems Analyst - Sage Software Inc., Irvine, CA, 1991 – 1996
Owner, Consultant / Sales – Neville & Associates, Huntington Beach, CA, 1986 - 1990
Accounting Manager - World Wide Vacations Inc., Irvine, CA,
Staff Accountant - Glasser & Mermelstein CPA, Santa Ana, CA

EDUCATION

B.S., Business Administration / Accounting, University of California, Long Beach,