

Kendall J. Wood

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SKILLS AND CERTIFICATIONS

- Programming C#.Net
- Web Automation
- Data Mining
- Software Design
- Website Development
- Search Engine Optimization
- Windows Azure SQL services
- Licensed Telecom09 Electrical Administrator
- A+ Certified Computer Tech
- Network + Certified Network Tech
- DBS/SBCA Certified Tech
- PC Configuration, Upgrade and Repair
- Network Administration
- Technical Support
- Business Contract Training
- Business Operational Management

PROFESSIONAL EXPERIENCE

Software Development

Digit Digger – (Contract Work) Spokane WA. 2012- Current

- Developed Digit Digger, a windows software application for data mining Craigslist for affiliate marketing and lead generation services.
- Created a integrated database solution using Windows Azure SQL server to write mined data to cloud storage.
- Medial experience with SQL management studio and Transact-SQL queries for creating reports and querying database results. (database is currently 5 million records large)

SEO / Website Design / Internet Marketing

Frontline Housekeeping Plus – (Contract Work) – Spokane WA. 2012- Current

- Site design and implementation (www.frontlinehousekeeping.com)
- SEO Optimization | First page Google results
- 20-25 highly targeted leads each month.

Software Development

Finditoncraigslist.com – Spokane WA. 2012- Current

- Site design and implementation (www.finditoncraigslist.com)
- Developed the Craigslist FirstLook Application for delivery of real-time Craigslist search results through SMS and email communication. Automatic response integration.

SEO / Website Design / Internet Marketing

IT Director | American Institute of Medical Careers - **Contract Work** Spokane WA. 2011- Current

- Site design and implementation (www.aimedcareers.com)
- SEO Optimization | over 20 number one ranked search terms in Google
- 1000% increase in web traffic resulting in tripled enrollment in less than 6 months

Software Development

Founder of CRMT Solutions - Spokane WA. 2007- Current

- Creator of Orchestra and Conductor (www.crmtsolutions.com).
- Freelance custom software simulation training to call centers.
- Software currently used by North Arkansas College Pre-employment program

Business Contract Training / Adjunct Instruction

TECC - Training and Education Coordinating Center - Spokane, WA. 2007-Current

- Custom Curriculum design and on-site instruction for local area companies.
- Providing instruction mostly for Microsoft Office Suite 2003 and some 2007 Proficiencies.

Search Engine Optimization

GEM - Global Edge Marketing – Spokane WA. 2008 – 2009

- SEO Optimization and Social Marketing for PersonalMoneyStore.com
- Copy writing & content development

Co-owner of Spokane Digital

2003 - 2006

- Custom Software Design.
- PC maintenance, upgrade and repair.
- Digital plumbing.
- LAN set up and administration.
- Claim approval and work order processing.
- Internet troubleshooting and connectivity issues on broadband and satellite installations.
- Digital home consultation and implementation.
- Retail sales, installation and end user support of digital home and consumer electronics.
- Operational and managerial duties.
- Formulated partnerships with local businesses.
- Advertising and marketing of business services.

Software Designer

CMIST - Customer Management Interactive Simulation Training - Spokane, WA. 2000-2003

- Consulted and worked with staff in different industries to identify and facilitate their software training needs.
- Created educational and custom call-center simulation software for clients such as Highlands University of Rio Rancho New Mexico, Clover Park Community College of Tacoma, Spokane Community College, and Washington Dental Service of Seattle.

CJST Instructor/Program Developer

Spokane Community College - Spokane, WA.

2001-2003

- Instructed classes for the Custom Job Skill Training programs in keyboarding as well as computers focusing on hardware and software fundamentals and Microsoft Suite proficiencies.
- Created and implemented curriculum for CJST programs.
- Classroom Network Administration.

Software Designer

TECC - Training and Education Coordinating Center - Spokane, WA.

1999-2001

- Consulted with Spokane area call center management to specify their call-center training and implementation needs.
- Consulted with call center employees to become familiar with their call flow and program interface.
- Designed call center training simulations based upon individual call categories and program interfaces used.
- Worked with a team to generate income and partnerships for TECC with local call-centers to benefit our welfare-to-work students in our own call-center training program.

EDUCATIONAL EXPERIENCE

CompTIA - Computer Technology Industry Association

A+ Certified Computer Technician

2000

CompTIA A+ certification validates the latest skills needed by today's computer support professionals. It is an international, vendor-neutral certification recognized by major hardware and software vendors, distributors and resellers. CompTIA A+ confirms a technician's ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues, communication, and professionalism.

CompTIA - Computer Technology Industry Association

Network+ Certified Network Technician

2001

CompTIA Network+ validates the knowledge and skills of networking professionals. It is an international, vendor-neutral certification that recognizes a technician's ability to describe the features and functions of networking components and to install, configure, and troubleshoot basic networking hardware, protocols, and services.

ITTI - Independent Technical Training Institute

DBS Technology & SBCA Certification.

2004

The DBS Technician's SBCA certification validates the knowledge and skills necessary for expanding the utilization of satellite technology for the broadcast delivery of video, audio, data, music, voice, and interactive broadband services.

Department of Labor & Industries

Washington Telecommunications Electrical 09 Administrator License

2005

The Telecom09 Electrical Administrator License validates the knowledge of the Revised Code of Washington (RCW) and Washington Administrative Code (WAC) for the installation and digital plumbing of electrical communications cabling for data networks, and ensures that all work is in compliance with the laws and rules of the state of Washington.

PROFESSIONAL REFERENCES

Rick Moran

CMIST Simulation Training
509.994.6199

Cullen B. Fowler

Director and owner of the American Institute
of Medical Careers
509-850-0033

David Johnston

SEO Department Supervisor for GEM
(Global Edge Marketing)
509-954-8854

Joe Redington

Owner of Frontline Housekeeping Plus
509-280-4144

Yvette Dunlap

Program Coordinator for Business and
Community Training with the IEL TECC
Center
509-533-4737

Alan Trudel

Operations Manager for AMX
509-235-2636

Helen Matlock

Continuing Education EWU
509.359.2269

Dan Rudell

DSHS Regional Administration
509.227.2802

Diane Malleck

Sisters of Providence
509.869.6933

Jessica Janicki

Customer Service Program Coordinator for
NAC (North Arkansas College)
870-448-7374

REFERENCE LETTERS

To Whom It May Concern:

It is with true pleasure I write this letter of recommendation for Kendall Wood. Kendall is a rare individual in today's business world because he delivers. As a SEO expert he is the best I have worked with. His work is professional, creative and continually exceeds my expectations.

What most impresses me about Kendall is his integrity. He is a man of his word and a person I can count on to remain enthusiastically committed from start to finish.

I recommend Kendall Wood for any project.

Sincerely,

A handwritten signature in blue ink that reads "Berry Fowler". The signature is stylized with a large, sweeping flourish that extends to the right.

Berry Fowler
Founder and former chairman
Sylvan Learning Centers



FRONTLINE HOUSEKEEPING PLUS
PO Box 10193
Spokane, WA 99209-0193
www.frontlinehousekeeping.com

September 17, 2012

To whom it may concern,

This letter is written on the behalf of Kendall Consulting & Technical Services, Inc. (KCTS, Inc.), who takes an interest in your firm.

Please allow me to introduce to you Frontline Housekeeping Plus, Inc., a local and small housekeeping business, native to Spokane since 2002. Our award-winning company credits much of our strong reputation to the principles of honesty and empathy for which we stand. It isn't without careful innovation and adaptation however, that we move forward.

In April 2012, our company was introduced to KCTS, Inc. while seeking to stay ahead of the ever-changing world of SEO Marketing. We found in KCTS, Inc. a relationship adaptable to our industry yet fluent in theirs. Investing in KCTS, Inc. has allowed for our company not only a thorough understanding of the SEO and internet marketing realm, but also an active and intimate participation in the success of SEO. The degree of dedication and interest our company has received from KCTS, Inc. has resulted in immediate and long-standing results that have exceeding all expectations.

KCTS, Inc. will always be a valuable attribute to our marketing success. I am confident they will be equally as strong of an asset to any interest in which they engage. I would recommend KCTS, Inc. to any establishment and industry that has the opportunity to experience their talents.

Sincerely,

Joe Redington, President
Frontline Housekeeping Plus, Inc.
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e: info@frontlinehousekeeping.com
i: www.frontlinehousekeeping.com

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