

Computer Tutor Incorporated

Founded in 1996, Computer Tutor Incorporated has provided an invaluable learning tool and glimpse into the desires of customers. Built to employ my ever-growing interest in new technology, Computer Tutor has provided it's customers with a service often ignored by other consulting agencies. By focusing on basic skills training accompanied by specific skills on demand, customers are provided with only the knowledge they want at a price they can afford. With the initial vision to solely service home customers, Computer Tutor has since grown to include both home and corporate customers, which currently amount to an active customer base of over 30 clients.

For our residential clients, lessons have comprised mainly of email, web browsing, word processing, and digital photography development. When these skills are combined, customers gain an interactive skill set that well prepares them for today's Internet age. When a customer requires instruction on more complicated applications, specialized lessons are available to see that they can use their technology to its fullest potential. These specialized services have ranged from digital video production to graphic design, as well as HTML programming.

For our corporate clients, services have included workstation and server construction, network planning and deployment, and productivity software training. Comprising of many different industries, our corporate clients have included law firms, distribution centers, sales agencies, and original equipment manufacturers. Specialized corporate services have included data recovery, virus eradication, remote connectivity, and web page design.

With both market segments combined, Computer Tutor has realized average annual profits of \$12,000 - \$15,000 having never experienced a losing year. During my time at college, relationships with my customers away from campus have been maintained to ensure their continued satisfaction. This maintenance has appreciated a 96% customer retention rate and the continued recommendation of my company to others from current customers.

The lessons and values gained from Computer Tutor will be ones I carry for the rest of my life. Consisting of flexibility, integrity, and the utmost desire to provide only the best customer service, I will always ensure that my customers are satisfied with their purchases. In the event of dissatisfaction, no effort will ever be spared to see that the problem is rectified and the customer's satisfaction remains intact.