CRALLÉ & COMPANY
INCORPORATED
Four Pine Terrace
Bronxville, NY 10708
www.cralle.com

Joseph B. Crallé
JBCralle@cralle.com
914/779-3331

Personal Computer Assistance

Joe Crallé will provide one-on-one guidance and instruction, and remain available for telephone follow-up, to beginners and experienced users, as quickly or as gradually as you care to proceed.

Focusing on your specific list of questions (how to do some particular things), broad or focused objectives (getting comfortable with technology, learning concepts, e-mailing family and friends, or surfing the 'net), we will work together, one-on-one, to learn, for example, about:

- E-mail (GMail, Hotmail, Outlook, AOL, Verizon, Optimum Online, others); attachments (uploading and downloading)

- Internet and safe-surfing protections; search engines (Google and others); setting up anti-virus and anti-spyware programs

- Microsoft Office: how to format and print a formal letter on stationery (Word); how to make a slide presentation to your club (PowerPoint); how to tote-up monthly expenses on a spreadsheet (Excel); how to monitor multiple e-mail accounts and addresses (Outlook)

- Managing personal finances:
  - Paying household bills via bank on-line systems
  - Paying household bills via personal finance program (Quicken, MSMoney, others)
  - Personal bookkeeping (Quicken, MSMoney, others)
  - Preparing tax returns (and tax planning)
  - Managing investments (via brokerage-firm websites or programs above)
  - Keeping track of medical expenses, Medicare and private insurance reimbursements

- Microsoft Windows operating systems, including both Vista and XP; guide you in organizing folders and files; how to backup; what to purge and delete; clean-up and tuning-up your computer for best performance

- Fun stuff such as:
  - Photoshop and video editing
  - Music downloading, ripping and burning
  - iPods, iTunes, pod-catching
  - Games the grandchildren are using
  - You name it: we'll figure it out together

Experience teaches that one-on-one guidance and instruction is more efficient (and effective!) than seminars or a classroom approach, both for beginners building confidence and more experienced users looking to upgrade particular skills.

I have been utilizing personal computers since their introduction (circa 1982) and, previously, brought mainframe power to my jobs in corporate finance and analysis assignments (during and since graduate school circa 1974).

It is a pleasure to offer my experience to people with the motivation to harness the power of these technologies. *Gently and without pressure. This stuff is fun.*