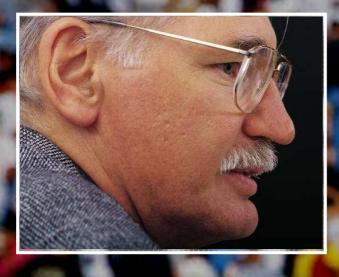




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Goals

Knowledge

Skills

Attitudes

## **About Ron**

age 58 | Customer service rep | been with company six months | part time job after being made redundant | ex-insurance salesman | hates computers |

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