

# BizSnaps

A Snapshot look at local businesses

## D~J Computer Pros LLC

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### Hours: Flexible Hours — Call For An Appointment

**Describe your products/services:** We are a new computer service business; we offer computer maintenance, repair, system setup and restore, software tutoring, internet and email connectivity, virus and spyware removal and protection, digital photography setup and management, advice and assistance.

**How many employees are involved?** There are two of us right now; myself and my business partner, Jamie Conklin.

**What do you do, product, service or philosophy, which differentiates you from your competitors?** We are certified technicians and we will come to your home.

**How did you get interested and/or started in this business?** I am a single mother and the company I worked for went under; I lost my job and decided to go back to school to become a computer technician to get a career, not just a job, so I could secure a future for myself and my family.

**What kind of training or background do you have?** I graduated from Blackhawk Technical College with a certification in the Computer Service Technician course. I was on the president's list both semesters.

**What have you learned from this business?** Getting started is hard and it takes a lot of work, but I am not afraid of work.

**What are your future plans for your business?** To become known as a very good and reliable computer service business. I would like to become large enough to have my own store and hire employees to contribute to our community.

**What or who has had the most influence in the way you do business?** That would be my parents. They have taught me that respect and honesty are always the best policy.

**Do you have a favorite saying that applies to your business?** No; not for the business I am in, but my favorite saying is about happiness; that only you have the ability to make yourself happy and only you can change anything that is not what you like in or about your life.

**What have been some of the challenges you've faced and how did you work them out?** Going back to college after some years. It was hard work and rough sometimes, but keeping a good attitude and working hard got me through it.

**What do you find most rewarding about this type of work?** People are generally afraid of technology. Computers can be overwhelming, but when I explain something to someone and they get it, that little excitement makes me feel like I did a good job.

**Tell us about your customers.** Our customers are always happy when we have completed a job for them because we do it to their satisfaction, not ours. We communicate with them to make sure they are happy, and they don't fall over when they get our bill either.