



Info eNConnect Consulting, LLC
We connect you to technologies

Frequently Asked Questions (FAQs)

IT Consulting Services

Will Info eNConnect provide computer user support?

Yes. We will

- Actively listen to users as they describe their computer issues
- Ask the right questions to help diagnose computer issues
- Explain step-by-step solutions to the user
- Install software and maintain computer equipment and related devices
- Assist users with new computer hardware or software

What other consulting services will Info eNConnect provide?

We can provide ongoing advisory and consulting services to our clients, such as:

- On-site or virtual training in software desktop application, customize training, and professional training to our clients' team.
- Provide computer and technical support.
- Assist in making strategic data-related decisions by analyzing, manipulating, tracking, internally managing, and reporting data.
- Document the data and present progress report to our clients written or oral, monthly.

Is there a consultant retainer agreement?

Yes. For ongoing monthly projects, we will set up a fixed monthly retainer fee agreement with our clients. For projects less than a month, we will set up a one-time retainer fee agreement with our clients before performing our services.

What are your consulting fees?

Depending on your business needs, we provide an hourly rate or a project rate. Please call our office for a 30-45-minute free IT professional consultation.

Resume Services

What is your refund policy?

We will revise the resume until you are fully satisfied within the revision period. You can request a refund within 2 days after receiving the final copy. No refund during the revision period.



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How will you get my information?

We have designed our introductory questionnaire to get a sense of your past experience and current goals while allowing you the opportunity to communicate what matters most to you. The questionnaire should only take a few minutes to complete, and your answers will help inform the approach your writer takes in restructuring and rewriting your resume. While a previous resume is not required to kick start the resume writing process, it can save you and your writer time covering the basics.

Does Info eNConnect provide additional job-search services?

We can provide interviewing tips and some job-broad resources.

Will Info eNConnect write my cover letters and help with LinkedIn profiles?

We can help with your existing cover letters and offer suggestions to improve your LinkedIn profile.

General Questions

How many employees constitute a small business?

We will work with 10-200 employees.

What are the forms of payment do you accept?

Pay via PayPal; you can pay using a major credit card (Visa, Mastercard, Discover, and American Express) if you do not have a PayPal account.

What is the refund policy for the training?

Please review the refund policy for training in our Terms of Use under "About Us"

Is client information kept confidential?

Yes. Please review our Privacy Policy under "About Us"