

Hello

I'm [REDACTED]

[REDACTED]

[REDACTED]@OUTLOOK.COM

## Summary

Dedicated computer support professional with 2.5 years experience and strong communication skills. Specializing in both hardware and software repairs of consumer electronics. Seeking to contribute my experience and expertise in a corporate environment.

## Experience

DECEMBER 2013 - PRESENT

### **Geek Squad - Consultation Agent**

- Manage the check-in and check-out experience, keep clients updated, and manage part orders and shipping for clients using a proprietary service order management system.
- Perform hardware and software repairs and upgrades and tag services orders accordingly. (Repairs incl. hard drive replacement, data transfers, OS repair, malware removal, etc.)
- Coach the sales team, explaining services to help them achieve business goals.

JANUARY 2016 - SEPTEMBER 2016 (CONTRACT)

### **China Online Education Group - Office-Based English Teacher**

- Worked with children of all ages to expand English conversation ability.
- Taught fundamentals of English language to zero-English learners.
- Presented teaching method and technology to journalists around China.

SEPTEMBER 2013 - DECEMBER 2015

### **My University - Web Assistant**

- Created user interface from provided design concepts by using standard web practices.
- Debug issues that arise with the performance of the website.
- Routine daily maintenance of existing sites and applications.

## Education

SEPTEMBER 2013 - DECEMBER 2015

### **My University - Digital Media Production**

Acquired skills in filmmaking, web design, publication design, and technical writing.