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SKILLS

Customer service/support | Technical support | Hardware/software troubleshooting | Social media management | Graphic design (Adobe Photoshop/Illustrator, Canva) | Web design/development | Microsoft Windows Support

EDUCATION

XXXXXXXXXXXXX | *B.S., Computer Science* **XXXXXX 2025**

XXXXXXXXXXXXX | *XXXXXXXXXXXXX Certificate* **XXXXXX 2021**

WORK EXPERIENCE

XXXXXXXX | *Field Service Technician* **Remote | XXXXXX 2017 – Present**

- Performed testing and troubleshooting of hardware and software on POS, PCs, and network systems.
- Dismantling of equipment to replace defective components and restore functionality, reducing downtime.
- Installed new equipment and explained operation and routine maintenance protocols to customers.
- Completed repairs, installations, and preventative maintenance according to strict schedules.
- Calibrated new and existing equipment for optimal performance, reducing operating costs.
- Discussed and recommended service options with customers and explained costs involved.
- Led teams of 1-3 workers for repair, installation, and preventative maintenance projects.
- Supported Microsoft Windows by performing software installations and updates in a production environment.
- Improved service metrics by solving issues quickly and accurately on-site, via email, phone, and chat.
- Reviewed technical documentation and equipment diagrams to fully understand systems and complete repairs.
- Wrote and revised maintenance documentation, increasing efficiency of repairs.
- Ordered parts and maintained accurate inventory of on-hand parts, reducing material and shipping costs.
- Addressed 1500-3000 service tickets annually, increasing efficiency and productivity while lowering costs.

XXXXXX | *Sales Associate* **XXXXXX, XX | XXXXXX 2014 – XXXXXX 2017**

- Engaged with customers to build rapport and loyalty.
- Investigated and resolved customer issues in a timely manner across multiple departments.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.
- Maintained records related to sales, returns, and defective inventory.

Freelance Content Creator | *Various Organizations* **Remote | XXXXXX 2008 – Present**

- Developed creative designs for print materials, banners and signs, and company branding.
- Created original graphics to increase website and social media traffic.
- Crafted attractive infographics to draw attention to important data points.
- Designed unique graphics for merchandise and clothing to drive consumer awareness of brands.
- Created mockups of products to help clients visualize designs.
- Produced engaging and enticing graphics for promotional advertisements and marketing materials.
- Used WordPress platform to build websites for various industries.
- Managed search engine optimization to improve search rankings and maximize website traffic.
- Composed original written material using SEO keywords for various websites and publications.
- Strengthened written content through proofreading and editing.
- Managed social media accounts by posting content regularly to maximize audience engagement.
- Implemented strategies and tactics to grow followers on social media channels.
- Engaged with customers and resolved concerns via email and chat.
- Managed competing deadlines with high efficiency.